DOCUMENT RESUME

ED 325 705 CE 056 291

TITLE	Secretarial Technology/Office Technology. Criterion-Referenced Test (CRT) Item Bank.
INSTITUTION	Missouri Univ., Columbia. Instructional Materials Lab.
SPONS AGENCY	Missouri State Dept. of Elementary and Secondary Education, Jefferson City. Div. of Vocational and Adult Education.
PUB DATE	90
NOTE	694p.; For related documents, see ED 287 071-073 and ED 300 612.
AVAILABLE FROM	Instructional Materials Laboratory, University of Missouri, 2316 Industrial Drive, Columbia, MO 65202 (order no. 20-2018-E: $47.00).
PUB TYPE	Tests/Evaluation Instruments (160)
EDRS PRICE	MF04 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS	Behavioral Objectives; Career Education; Career Exploration; Careers; Competency Based Education; *Criterion Referenced Tests; Decision Making Skills; Individual Development; *Information Processing; Interpersonal Competence; *Item Banks; Job Search Methods; Office Machines; *Office Occupations Education; Problem Solving; Secondary Education; *Secretaries; Test Items; *Word Processing; Writing Skills
IDENTIFIERS	Missouri

ABSTRACT

This test item bank is keyed to the recently revised Secretarial Technology/Office Technology Competency Profile and based on information and procedures contained in the three-volume Secretarial Technology/Office Technology Curriculum Guide. Individual test items may be adapted for use with other sources. At least four test items per task (competency) within each duty area are included to allow the instructor options when constructing unit tests appropriate to the needs of students. The 14 duty areas, each with 2 to 21 tasks, are as follows: exploring career opportunities; formatting business materials; using written communication skills; transcribing a business letter; performing internal services; using oral communication skills; using office procedures and organizational skills; using numerical-clerical records; processing information; seeking a job; performing client-related services; increasing personal development; making decisions and solving problems; and performing product-to-client transactions. (YLB)

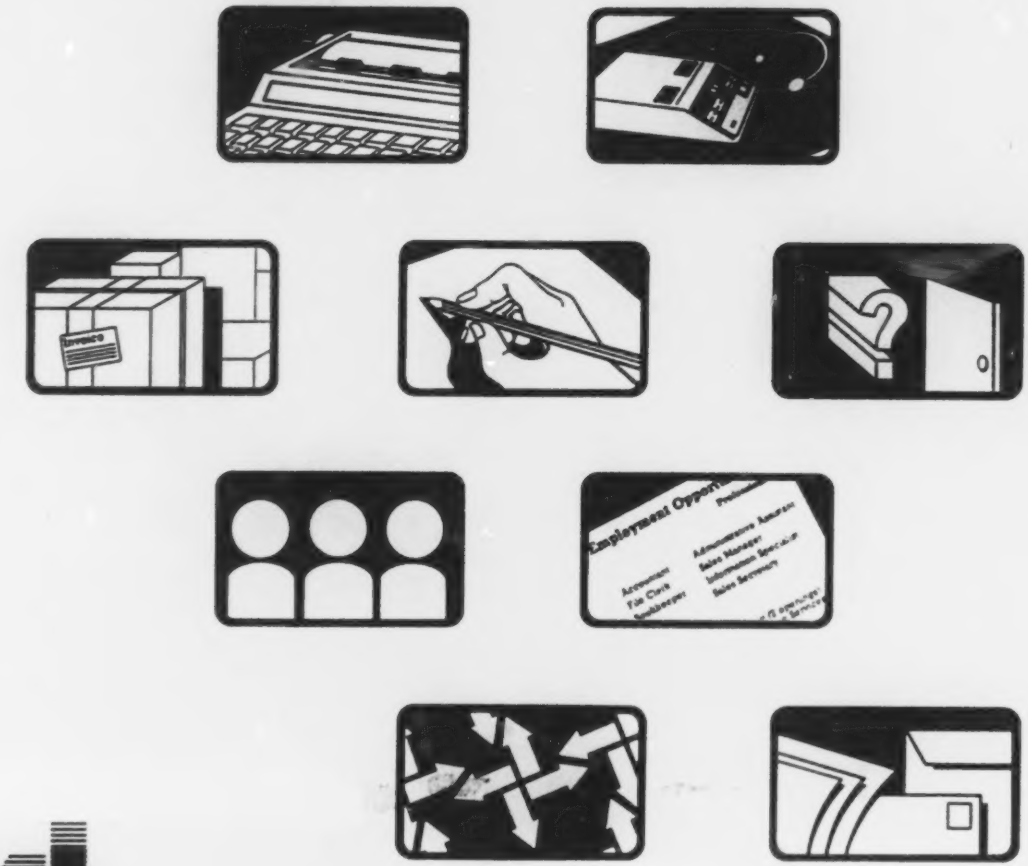
****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

20-2018-E

Secretarial Technology/ Office Technology

Criterion-Referenced Test (CRT) Item Bank

ED325705


Invoice
Employment Opportunities
Accountant
File Clerk
Bookkeeper
Administrative Assistant
Sales Manager
Information Specialist
Sales Secretary

CE 056291

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

- This document has been reproduced as received from the person or organization originating it.
- Minor changes have been made to improve reproduction quality.
- Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

"PERMISSION TO REPRODUCE THIS MATERIAL IN MICROFICHE ONLY HAS BEEN GRANTED BY

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Criterion-Referenced Test (CRT) Item Bank

Instructional Materials Laboratory
8 London Hall
University of Missouri-Columbia
Columbia, MO 65211

Catalog No. 20-2018-E
1990

The activity which is the subject of this report was supported in whole or in part by funds from the Department of Elementary and Secondary Education, Division of Vocational and Adult Education. However, the opinions expressed herein do not necessarily reflect the position or policies of the Missouri Department of Elementary and Secondary Education or the Division of Vocational and Adult Education, and no official endorsement should be inferred.

FOREWORD

This Secretary Technology/Office Technology Criterion-Referenced Test (CRT) Item Bank is a valuable tool for Business Education instructors involved in the implementation of the Vocational Instructional Management System (VIMS) as established by the Missouri Board of Education. VIMS has become Missouri's framework for competency-based instruction by helping instructors and administrators manage the instructional process and evaluate their programs more efficiently. Maximum productivity and accountability can be assured through the VIMS process.

This test item bank is keyed to the recently revised Secretarial Technology/Office Technology Competency Profile and based on information and procedures contained in the three-volume Secretarial Technology/Office Technology Curriculum Guide. Individual test items may be adapted for use with other sources. To allow flexibility in their use, test items are formatted in ASCII code on the enclosed data disk.

At least four test items per task (competency) within each duty area are included to allow the instructor options when constructing unit tests appropriate to the needs of her/his students. Duty area I (Processing Information) contains additional software-specific test items relating to WordPerfect™ 5.0/5.1 and dBASE III Plus™. These supplemental items are included in addition to generic test items, and intended for the instructor's use purely on a discretionary basis. Software-specific test items are identified as ****SUPPLEMENTAL****.

This project would not have been possible without funds provided by the Department of Elementary and Secondary Education, Business Education Section. Equally important was the dedication and hard work of the team of writers. It is expected that this test item bank will undergo periodic revisions to meet the changing needs of instructors and their students in the area of Secretarial Technology/Office Technology.

ACKNOWLEDGMENTS

Appreciation is extended to those individuals who contributed their time and talents to the development of this test item bank.

Special Assistance

Joanne Newcomer, Director
Business and Office Education
Department of Elementary and Secondary Education
Jefferson City, Missouri

Oma Lee Tracy, Supervisor
Business and Office Education
Department of Elementary and Secondary Education
Jefferson City, Missouri

Lonnie J. Echternacht
Associate Professor of Business Education
Practical Arts and Vocational Technical Education
University of Missouri - Columbia
Columbia, Missouri

Advisory Committee/Writing Team

Arlene Broeker
Business Education Instructor
Nichols Career Center
Jefferson City, Missouri

Elizabeth Mauzey
Business Education Instructor
Northwest Missouri Area Vocational Technical School
Maryville, Missouri

Sherry Scott
Business Education Instructor
Salisbury High School
Salisbury, Missouri

Ruby Vincent
Business Education Instructor
Crane High School
Crane, Missouri

Consultants

Charles Oviatt
Educational Consultant
Vienna, Missouri

Sharon Schattgen
Center for Educational Assessment
University of Missouri-Columbia

Technical Assistance

Department of Elementary and Secondary Education
Business Education Section
  Joanne Newcomer, Director
  Oma Lee Tracy, Supervisor

Instructional Materials Laboratory
  Harley Schlichting, Director
  Amon Herd, Associate Director
  Phyllis Miller, Assistant Director
  Dan Stapleton, Assistant Director
  Mary Mathew, Editor
  Lori Holliday, Word Processor III
  Angela Finks, Student Assistant

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY
Criterion-Referenced Test Item Bank

Table of Contents

Foreword iii

Acknowledgments v

A. Exploring Career Opportunities

1. Analyze business and office careers 1

2. Select a prospective career 5

3. Describe advantages of fringe benefits 9

B. Formatting Business Materials

1. Perform formatting functions such as margins, tabs, spacing, pitch, and alignment 13

2. Organize and key a business letter 17

3. Key a mailable letter from copy containing proofreader's marks 21

4. Key a memo from proofread copy 25

5. Enter data on business forms 29

6. Organize and key tables 33

7. Organize and key business reports 37

8. Format and key manuscripts 41

C. Using Written Communication Skills

1. Use correct sentence structure 45

2. Capitalize and abbreviate words in business letters 49

3. Punctuate sentences using commas, semi-colons, and apostrophes 53

4. Use commonly confused words and terms correctly 57

5. Use numbers in business letters 61

6. Use hyphens and dashes correctly 65

7. Spell words correctly in printed copy 69

8. Choose verbs which agree with given subjects 73

9. Revise sentence into complete and concise statements 77

10. Compose and key request letters 81

11. Use reference materials 85

D. Transcribing a Business Letter

1. Produce a business letter using a transcribing machine 92

2. Produce a business letter from office-style dictation (optional) 96

E. Performing Internal Services

1. Sort and prioritize incoming mail 100

2. Examine and route mail to appropriate personnel 104

3. Compose and key letters of response 108

4. Explain the zip code structure and write the two-letter state abbreviations 112

5. Determine the appropriate class for pieces of mail 116

6. Select appropriate service to use for various types of mail 120

7. Key addresses on envelopes 124

8. Prepare and use a computerized mailing list to print envelopes or mailing labels 128

9. Identify filing equipment and supplies 132

10. Index, code, cross-reference, and retrieve records 136

11. File records alphabetically 140

12. File records numerically 144

13. File records alphabetically by subject and geographic area 148

14. Use a computerized filing system to initiate, file, label, and retrieve records 152

15. Transfer information from one record to another 156

16. Describe techniques for proofreading records 160

17. Prepare copy for printing 164

F. Using Oral Communication Skills

1. Use effective communication skills 168

2. Locate telephone numbers for area businesses and services 172

3. Locate telephone area codes 176

4. Make telephone calls to place orders or to obtain information 180

5. Take an order over the telephone 184

6. Take telephone messages 188

7. Make hotel and plane reservations 193

8. Direct visitors to appropriate offices 197

9. Describe how to deal with irate customers 201

10. Identify uses of telecommunication technologies 205

G. Using Office Procedures and Organizational Skills

1. Identify the uses of types and grades of office supplies 209

2. Select secretarial supplies 213

3. Decide when to use requisitions and purchase orders 217

10

4. List factors to be considered when ordering supplies 221

5. Stock and organize a supply cabinet 225

6. Clean and organize a desk 229

7. Organize a work station 233

8. List criteria for selecting office equipment 237

9. Prepare a maintenance file for office equipment 241

10. Maintain office equipment records 245

11. Analyze an office layout 249

12. Select and type a requisition for office furniture 253

13. Compare renting, leasing, and purchasing plans for office equipment 257

14. Decide whether to lease or purchase office equipment 261

15. Analyze whether to purchase a maintenance contract 265

16. Compare working for public and private enterprises 269

17. Contrast sole proprietorships, partnerships, and corporations 273

18. List items to be included in an employee's manual and a desk manual 277

19. Diagram line and staff company structures 281

20. Diagram office support structures 285

21. Analyze job descriptions 289

H. Using Numerical-Clerical Records

1. Operate an electronic calculator using the touch system 293

2. Convert fractions, decimals, and percents to equivalent forms 297

3. Convert mathematical terms such as gross to their numerical equivalents 301

4. Operate an electronic calculator/computer keypad to perform basic mathematical functions 305

5. Complete invoices 309

6. Prepare checks, make deposits, and reconcile bank statements 313

7. Handle petty cash 317

8. Figure payroll 321

I. Processing Information

1. Identify and describe computer components 325

2. Identify and describe computer networks 347

3. Describe the electronic information cycle 351

4. Compare and evaluate the features of word processing systems 355

5. Produce and revise a document using a word processing software 362

6. Design a database 403

7. Enter and revise data into a database 413

8. Access and extract data from a database 421

9. Design a spreadsheet template 428

10. Enter and revise information on a spreadsheet 438

11. Use word processing software to perform mail merge 443

12. Use spell check 447

13. Use integrated software package 454

14. Execute DOS commands 458

J. Seeking a Job

1. Locate local sources of occupational information 494

2. Compare public and private employment services 498

3. Research a potential employer 503

4. Complete a job application form 507

5. Compose and key a letter of inquiry 511

6. Compose and key a letter of application 515

7. Make a telephone inquiry about an advertised job 519

8. Compose and key a letter requesting a reference 523

9. Prepare a résumé 527

10. Participate in a mock interview for a job 533

11. Describe employment tests 537

12. Compose and key a follow-up letter 541

K. Performing Client-Related Services

1. Describe types of service offices 545

2. List skills required in service offices 549

3. Describe requirements for keying legal documents 553

4. List qualifications and procedures for becoming a notary 557

5. Key forms used in service offices 561

6. Compose and key a letter to a client 566

7. Key medical and legal documents from handwritten copy 570

8. Key legal or medical letters from oral or machine dictation 574

L. Increasing Personal Development

1. Prepare a time schedule for one week of office work 578

2. Describe appropriate office apparel 584

3. Explain issues concerning proper employment behavior 588

4. Identify requirements and working conditions for office careers 593

M. Making Decisions and Solving Problems

1. Recommend solutions for office problems 597

2. Prepare an agenda for a business meeting 601

3. Make arrangements for out-of-town trips 605

4. Prepare an itinerary 630

5. List steps for attending to office emergencies 634

6. Compose and key cover letters 638

7. Complete check requests 643

8. Type speeches from corrected copy 647

9. Prepare a copy for release to the media 651

10. Prepare financial tables 655

11. Prepare an interoffice memorandum 659

N. Performing Product-to-Client Transactions

1. Describe the sequence of product-to-client transactions 663

2. Complete transaction forms such as invoices, statements, and credit memoranda 667

3. Identify types of discounts 671

4. Identify types of carriers 675

5. Compare perpetual and periodic inventory systems 679

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	A	Exploring Career Opportunities
Task:	1	Analyze business and office careers

Criterion-Referenced Test Item:

Which reference provides information for written job descriptions that outline the duties and tasks generally performed in a given occupation?

a. * Dictionary of Occupational Titles

b. National Job Abstracts

c. Department of Labor Statistics

d. Technical Abstracts

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: A Exploring Career Opportunities

Task: 1 Analyze business and office careers

Criterion-Referenced Test Item:

What is _not_ included in a job description?

a. job responsibilities

b. * performance appraisal

c. knowledge and skill requirements

d. personal aptitudes and traits

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: A Exploring Career Opportunities

Task: 1 Analyze business and office careers

Criterion-Referenced Test Item:

Which would not be a good source for researching a potential career?

a. Occupational Outlook Handbook

b. someone currently employed in a career

c. * Webster's New World Thesaurus

d. Missouri Division of Employment Security

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	A	Exploring Career Opportunities
Task:	1	Analyze business and office careers

Criterion-Referenced Test Item:

Which class would provide information about various business careers?

a. * exploring careers in business

b. health occupations

c. humanities

d. foreign language

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: A Exploring Career Opportunities

Task: 2 Select a prospective career

Criterion-Referenced Test Item:

Match the job titles in column 2 with the statements in column 1.

ac 1. keeps information pertaining to financial records

ab 2. works with the executive in a nonclerical capacity

b 3. helps maintain the flow of written communication by keyboarding from handwritten, printed, or recorded words

c 4. registers and assigns rooms to guests

ad 5. keeps complete set of records of financial transactions of an establishment

a 6. coordinates activities of workers concerned with inventory

d 7. verifies accuracy of figures and postings pertaining to business transactions recorded by other workers

e 8. assigns duties and supervises the work of clerical employees

a. stock supervisor

b. information processor

c. hotel/motel clerk

d. audit clerk

e. office manager

ab. administrative assistant

ac. accounting clerk

ad. bookkeeper

ae. receptionist

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	A	Exploring Career Opportunities
Task:	2	Select a prospective career

Criterion-Referenced Test Item:

Which duty does an office manager perform?

a. keeps a complete set of financial transactions for an establishment

b. coordinates activities of workers concerned with inventory

c. verifies accuracy of figures and postings pertaining to business transactions recorded by other workers

d. * supervises the work of clerical employees

Competency:

Duty Area: A Exploring Career Opportunities

Task: 2 Select a prospective career

Criterion-Referenced Test Item:

Which job title would be appropriate for the person who registers and assigns rooms to guests?

a. stock supervisor

b. * hotel/motel clerk

c. administrative assistant

d. audit clerk

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: A Exploring Career Opportunities

Task: 2 Select a prospective career

Criterion-Referenced Test Item:

Which job title would be assigned to a person who helps maintain the flow of written communication by keyboarding from handwritten, printed, or recorded words?

a. bookkeeper

b. * information processor

c. auditor

d. office manager

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: A Exploring Career Opportunities

Task: 3 Describe advantages of fringe benefits

Criterion-Referenced Test Item:

Which is not a fringe benefit?

a. flex-time

b. * regular work hours

c. profit sharing

d. group dental insurance

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	A	Exploring Career Opportunities
Task:	3	Describe advantages of fringe benefits

Criterion-Referenced Test Item:

What is compensatory time?

a. time off allowed an employee who has an unexpected need to leave work

b. time off allowed an employee who is ill

c. * time off allowed an employee who has worked extra time previously

d. time off allowed an employee who needs to attend to personal business

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: A Exploring Career Opportunities

Task: 3 Describe advantages of fringe benefits

Criterion-Referenced Test Item:

What is a good reason for an employer to offer fringe benefits to his/her employees?

a. * Employee turnover is usually lower for companies offering good fringe benefits.

b. All employees will like the employer.

c. More men than women will be employed in the company, resulting in greater productivity.

d. The federal government allows more tax exemptions to companies that offer fringe benefits.

Competency:

Duty Area: A Exploring Career Opportunities

Task: 3 Describe advantages of fringe benefits

Criterion-Referenced Test Item:

What is profit sharing?

a. extra amounts of money above the usual wage/salary paid to employees who work excess hours

b. * a percentage of the company's earnings that is returned to employees

c. special low prices available to employees if they purchase company products

d. a plan enabling employees to purchase shares in the company

Competency:

Duty Area:	B	Formatting Business Materials
Task:	1	Perform formatting functions such as setting margins, tabs, spacing, pitch, and alignment

Criterion-Referenced Test Item:

How many typewritten lines are in one vertical inch?

a. 5

b. * 6

c. 7

d. 8

Competency:

Duty Area:	B	Formatting Business Materials
Task:	1	Perform functions such as setting margins, tabs, spacing, pitch and alignment

Criterion-Referenced Test Item:

Which keyboard key is used to indent a paragraph?

a. backspace key

b. cylinder knob

c. paper bail

d. * tab key

Competency:

Duty Area: B Formatting Business Materials

Task: 1 Perform formatting functions such as setting margins, tabs, spacing, pitch, and alignment

Criterion-Referenced Test Item:

What is another name for type size?

a. justification

b. pagination

c. * pitch

d. default

Competency:

Duty Area: B Formatting Business Materials

Task: 1 Perform formatting functions such as setting margins, tabs, spacing, pitch, and alignment

Criterion-Referenced Test Item:

Given an 8 1/2" x 11" sheet of paper, how many blank lines make up the top margin in a problem containing 18 typewritten lines if it is to be centered vertically?

a. * 24

b. 26

c. 32

d. 42

Competency:

Duty Area: B Formatting Business Materials

Task: 2 Organize and key a business letter

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F The attention line is keyed a double space below the salutation and a double space above the first paragraph of a letter.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	B	Formatting Business Materials
Task:	2	Organize and key a business letter

Criterion-Referenced Test Item:

Which describes incorrect format for a business letter?

a. * The date begins at center point and all other parts of the letter begin at the left margin.

b. The date, complimentary closing, writer's name, and title are typed from center point and all other parts begin flush with the left margin.

c. The date, complimentary closing, writer's name, and title are typed from center point, the paragraphs are indented 5 spaces, and all other parts begin flush with left margin.

d. There are no paragraph indentions and all other parts of the letter begin flush with the left margin.

Competency:

Duty Area:	B	Formatting Business Materials
Task:	2	Organize and key a business letter

Criterion-Referenced Test Item:

How should a company's name be formatted in the closing lines of a business letter?

a. immediately above the typed signature

b. immediately below the typed signature

c. * capitalized one double space below the complimentary close

d. capitalized one double space above the complimentary close

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	B	Formatting Business Materials
Task:	2	Organize and key a business letter

Criterion-Referenced Test Item:

How should the body of a business letter normally be keyed?

a. double-spaced

b. * single-spaced

c. double-spaced if the message is short

d. single-spaced if the message has two or more paragraphs

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: B Formatting Business Materials

Task: 3 Key a mailable letter from copy containing proofreader's marks

Criterion-Referenced Test Item:

When should proofreading of keyed copy be done?

a. after each paragraph is keyed

b. after the page is removed from the typewriter

c. * after the page is keyed but before it is removed from the typewriter

d. none of the above

Competency:

Duty Area: B Formatting Business Materials

Task: 3 Key a mailable letter from copy containing proofreader's marks

Criterion-Referenced Test Item:

What is the first thing a keyboard operator should do when given a rough draft to key?

a. Make necessary formatting adjustments.

b. Edit the draft.

c. * Read the draft.

d. Key the copy.

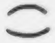
SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	B	Formatting Business Materials
Task:	3	Key a mailable letter from copy containing proofreader's marks

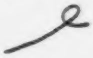
Criterion-Referenced Test Item:

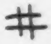
Match the definitions in column 2 with the proofreader's symbols in column 1.

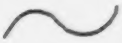
d 1. 

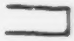
b 2.

ab 3.

e 4. 

a 5. 

ad 6. 

ac 7. 

a. add space

b. begin new paragraph

c. capitalize

d. close up

e. delete

ab. insert

ac. move right

ad. transpose

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: B Formatting Business Materials

Task: 3 Key a mailable letter from copy containing proofreader's marks

Criterion-Referenced Test Item:

What does the proofreader's mark (/) mean?

a. delete

b. set flush

c. spell out

d. * use lower case letter

Competency:

Duty Area: B Formatting Business Materials

Task: 4 Key a memo from proofread copy

Criterion-Referenced Test Item:

What is omitted from a preprinted interoffice memo form?

a. date

b. from

c. * salutation

d. to

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: B Formatting Business Materials

Task: 4 Key a memo from proofread copy

Criterion-Referenced Test Item:

How should the body of an interoffice memo be keyed?

a. double-spaced, blocked paragraphs

b. double-spaced, indented paragraphs

c. * single-spaced, blocked paragraphs

d. single-spaced, indented paragraphs

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: B Formatting Business Materials

Task: 4 Key a memo from proofread copy

Criterion-Referenced Test Item:

When should an interoffice memo be used?

a. between people in the same city

b. * between people in the same company

c. between people in the same building

d. between people in the same state

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	B	Formatting Business Materials
Task:	4	Key a memo from proofread copy

Criterion-Referenced Test Item:

When keying an interoffice memo on a preprinted form, how many blank lines are left between the heading and the body?

a. 0

b. * 2

c. 4

d. 6

Competency:

Duty Area:	B	Formatting Business Materials
Task:	5	Enter data on business forms

Criterion-Referenced Test Item:

Which part of the typewriter should be used to align type with the lines on a preprinted form?

a. paper bail

b. paper release lever

c. ratchet release

d. * variable line spacer

Competency:

Duty Area:	B	Formatting Business Materials
Task:	5	Enter data on business forms

Criterion-Referenced Test Item:

When using a typewriter to prepare a check, which of the following is correct?

a. * Omit the payee's title (Mr., Ms., etc.).

b. Show only whole dollar amounts after the printed dollar sign.

c. Key the endorsement on the back.

d. all of the above

Competency:

Duty Area:	B	Formatting Business Materials
Task:	5	Enter data on business forms

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F When the keyboard operator wishes to move the paper vertically, the variable line spacer will allow that to be done without changing the line setting.

Competency:

Duty Area:	B	Formatting Business Materials
Task:	5	Enter data on business forms

Criterion-Referenced Test Item:

When keying on a ruled form, the print should be slightly above which part of the typewriter?

a. * aligning scale

b. paper bail

c. space bar

d. variable line spacer

Competency:

Duty Area:	B	Formatting Business Materials
Task:	6	Organize and key tables

Criterion-Referenced Test Item:

When centering a columnar heading over its column, the keyboard operator should gauge the center by which of the following?

a. first item in the column

b. item halfway down the column

c. * longest item in the column

d. shortest item in the column

Competency:

Duty Area: B Formatting Business Materials

Task: 6 Organize and key tables

Criterion-Referenced Test Item:

When keying a tabulation problem, which is correct?

a. Capitalize the first letter of important words in column headings.

b. Triple space between the heading material and the column headings.

c. Key the main heading in all caps.

d. * all of the above

Competency:

Duty Area: B Formatting Business Materials

Task: 6 Organize and key tables

Criterion-Referenced Test Item:

A typewritten tabulated report contains a main heading and single line column headings with 15 items in each of the columns. It is double-spaced and centered on a full sheet of paper. The main heading should begin on what line?

a. 15

b. * 17

c. 19

d. 20

Competency:

Duty Area:	B	Formatting Business Materials
Task:	6	Organize and key labels

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Two methods for figuring the left margin of a typewritten tabulated report are counting method and backspacing method.

Competency:

Duty Area:	B	Formatting Business Materials
Task:	7	Organize and key business reports

Criterion-Referenced Test Item:

Which statement is not correct in formatting a business report?

a. A five-space indention is acceptable, but the latest trend is not to indent.

b. * Center the heading and type in all caps on line 10.

c. Single space the body for compactness.

d. Use one-inch margins on both sides and at the top and bottom.

Competency:

Duty Area:	B	Formatting Business Materials
Task:	7	Organize and key business reports

Criterion-Referenced Test Item:

What is the current practice for keying subheadings in a business report?

a. Center and double-space each line of a subheading.

b. Center and single-space each line of a subheading.

c. * Backspace to center the longest line of the subheading and begin each line of the subheading at that point.

d. Backspace to center the shortest line of the subheading and begin each line of the subheading at that point.

Competency:

Duty Area: B Formatting Business Materials

Task: 7 Organize and key business reports

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Leave two blank lines before each side heading in a business report.

Competency:

Duty Area:	B	Formatting Business Materials
Task:	7	Organize and key business reports

Criterion-Referenced Test Item:

Which statement is correct concerning the second page of a business report?

a. * Key a shortened form of the heading at the left margin and the page number at the right margin on line 4 and begin text on line 7.

b. Key a shortened form of the heading at the left margin on line 7 and begin text on line 10.

c. Key a shortened form of the heading at the left margin and the page number at the right margin on line 7 and begin text on line 10.

d. Key the page number on line 7 and begin text on line 10.

Competency:

Duty Area: B Formatting Business Materials

Task: 8 Format and key manuscripts

Criterion-Referenced Test Item:

What is the left margin for a left-bound manuscript?

a. 1"

b. 1 1/4"

c. * 1 1/2"

d. 2"

Competency:

Duty Area: B Formatting Business Materials

Task: 8 Format and key manuscripts

Criterion-Referenced Test Item:

What are the side margins for an unbound manuscript?

a. * 1" and 1"

b. 1" and 1 1/2"

c. 1 1/2" and 1 1/2"

d. 1 1/2" and 1"

Competency:

Duty Area:	B	Formatting Business Materials
Task:	8	Format and key manuscripts

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T The title of the manuscript is centered and keyed in all caps on line 13 of the title page.

Competency:

Duty Area:	B	Formatting Business Materials
Task:	8	Format and key manuscripts

Criterion-Referenced Test Item:

Which does *not* apply to the body of a manuscript?

a. Center title on line 13 of first page.

b. Double-space text using a five-space paragraph indention.

c. * Double-space before and after sideheadings.

d. Triple-space following title on first page.

Competency:

Duty Area: C Using Written Communication Skills

Task: 1 Use correct sentence structure

Criterion-Referenced Test Item:

Which term describes the following?

Sherry and Ruby are excited about attending the national FBLA conference in Washington, D.C.

a. * complete sentence

b. incomplete sentence or sentence fragment

c. run-on sentence

d. none of the above

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	1	Use correct sentence structure

Criterion-Referenced Test Item:

Which is a complete sentence?

a. Catch me before I fall.
b. My hobbies are swimming and reading.
c. Dr. Macks always calls me when she comes to town.
d. * all of the above

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	1	Use correct sentence structure

Criterion-Referenced Test Item:

Which is a complete sentence?

a. FBLA a vocational student organization with 67 members.

b. * FBLA is a vocational student organization with 67 members.

c. A vocational student organization having 67 members.

d. A vocational student organization FBLA.

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	1	Use correct sentence structure

Criterion-Referenced Test Item:

Which is the best definition of a sentence?

a. Must contain a subject.

b. Must express a complete thought.

c. Must contain a subject and a predicate.

d. * Must contain a subject and a predicate and must express a complete thought.

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	2	Capitalize and abbreviate words in business letters

Criterion-Referenced Test Item:

Which sentence is written correctly?

a. James was elected President of Future Business Leaders of America.

b. James was elected Pres. of Future Business Leaders of America.

c. * James was elected president of Future Business Leaders of America.

d. James was elected President of FBLA.

Competency:

Duty Area: C Using Written Communication Skills

Task: 2 Capitalize and abbreviate words in business letters

Criterion-Referenced Test Item:

Which abbreviation is permitted in business correspondence?

a. Apr. 15, 19__

b. * St. Louis

c. 124 4th Ave.

d. Fla.

Competency:

Duty Area: C Using Written Communication Skills

Task: 2 Capitalize and abbreviate words in business letters

Criterion-Referenced Test Item:

Which list contains an improper abbreviation?

a. B.S., Rev. James Whitner, FICA

b. Ph.D., Reverend Whitner, FBI

c. * M.A., Rev. Whitner, Esq.

d. Jr., Reverend Whitner, Sr.

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	2	Capitalize and abbreviate words in business letters

Criterion-Referenced Test Item:

Which words in the sentences below should be capitalized?

her best subject is accounting. one user was so delighted that she exclaimed, "i couldn't live without it!"

a. Her, Accounting, I

b. Her, One, It

c. Her, Accounting, One

d. * Her, One, I

Competency:

Duty Area: C Using Written Communication Skills

Task: 3 Punctuate sentences using commas, semicolons, and apostrophes

Criterion-Referenced Test Item:

What punctuation is needed to make this sentence correct?

Our company is the world's largest manufacturer and distributor of fragrances cosmetics, and jewelry.

a. apostrophe

b. * comma

c. semicolon

d. The sentence is correct.

Competency:

Duty Area: C Using Written Communication Skills

Task: 3 Punctuate sentences using commas, semicolons, and apostrophes

Criterion-Referenced Test Item:

Which sentence is punctuated correctly?

a. I know you prefer typewriting to shorthand, but if you plan to work in an office, you will probably need both skills.

b. I know you prefer typewriting to shorthand; but if you plan to work in an office; you will probably need both skills.

c. * I know you prefer typewriting to shorthand; but if you plan to work in an office, you will probably need both skills.

d. I know you prefer typewriting to shorthand; but if you plan to work in an office, you will probably need both skill's.

Competency:

Duty Area: C Using Written Communication Skills

Task: 3 Punctuate sentences using commas, semicolons, and apostrophes

Criterion-Referenced Test Item:

Which sentence is punctuated correctly?

a. * The boys' coats, boots, and gloves are advertised; the girls' are not.

b. The boy's coats, boots, and gloves are advertised, the girls' are not.

c. The boys' coats, boots and gloves are advertised; the girls are not.

d. The boys coats, boots, and gloves are advertised, the girls are not.

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	3	Punctuate sentences using commas, semicolons, and apostrophes

Criterion-Referenced Test Item:

Which sentence is punctuated correctly?

a. Karen made the team; and Mike was benched.

b. Karen made the team, Mike was benched.

c. The coach announced "Karen made the team."

d. * Karen made the team and Mike was benched.

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	4	Use commonly confused words and terms correctly

Criterion-Referenced Test Item:

Which sentence is written correctly?

a. The customer refused to except the merchandise when it was delivered.

b. The customer refused two except the merchandise when it was delivered.

c. the customer refused too accept the merchandise when it was delivered.

d. * The customer refused to accept the merchandise when it was delivered.

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	4	Use commonly confused words and terms correctly

Criterion-Referenced Test Item:

Which sentence is written correctly?

a. I realize that the reason you have to quit is personnel but I hope you will be able to adapt to working in another office easily.

b. I realize that the reason you have to quite is personnel but I hope you will be able to adept to working in another office easily.

c. * I realize that the reason you have to quit is personal, but I hope you will be able to adapt to working in another office easily.

d. I realize that the reason you have to quiet is personal but I hope you will be able to adopt to working in another office easily.

Competency:

Duty Area: C Using Written Communication Skills

Task: 4 Use commonly confused words and terms correctly

Criterion-Referenced Test Item:

Which sentence below is correctly transcribed?

a. Do you think she has all ready accepted another job offer?

b. * Do you think she has already accepted another job offer?

c. Due you think she has already excepted another job offer?

d. Dew you think she has allready excepted another job offer?

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	4	Use commonly confused words and terms correctly

Criterion-Referenced Test Item:

What kind of error does the sentence below contain?

"Do you know when the $2 service charge will go into affect?"

a. improper use of a number

b. punctuation error

c. * word usage error

d. The sentence is correct.

Competency:

Duty Area: C Using Written Communication Skills

Task: 5 Use numbers in business letters

Criterion-Referenced Test Item:

Which list contains an improper expression of a number?

a. * Third Street, East 42nd Avenue, 56 Street

b. First Avenue, East 42nd Avenue, 56th Street

c. 3rd Street, East 42nd Avenue, 56th Street

d. 1st Avenue, East 42nd Avenue, 56 Street

Competency:

Duty Area: C Using Written Communication Skills

Task: 5 Use numbers in business letters

Criterion-Referenced Test Item:

How should an amount of money under $1 be keyed in a business letter or other text?

a. with both the number and the word "cents" spelled out

b. in figures with the symbol "¢" for "cents"

c. * in figures with "cents" spelled out

d. with dollar signs, decimal points, and figures

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	5	Use numbers in business letters

Criterion-Referenced Test Item:

In which sentence is the number expressed correctly?

a. 40 years ago today, life was less complex than it is today.

b. Jane is about twenty years old.

c. * Marvin is about 35 years old.

d. John gave forty dollars for the coat.

Competency:

Duty Area: C Using Written Communication Skills

Task: 5 Use numbers in business letters

Criterion-Referenced Test Item:

Which sentence is correct?

a. * Please allow 30 minutes for your presentation and an additional 15 minutes for questions and answers.

b. Please allow thirty minutes for your presentation and an additional fifteen minutes for questions and answers.

c. Please allow 30 minutes for your presentation and an additional fifteen minutes for questions and answers.

d. Please allow thirty minutes for your presentation and an additional 15 minutes for questions and answers.

Competency:

Duty Area: C Using Written Communication Skills

Task: 6 Use hyphens and dashes correctly

Criterion-Referenced Test Item:

Which punctuation mark should be inserted in the sentence?

You should consider investing in stocks but don't blame me if you don't receive a profit.

a. * dash

b. hyphen

c. colon

d. The sentence is correct.

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	6	Use hyphens and dashes correctly

Criterion-Referenced Test Item:

Which is the correct use of a dash?

a. when two adjectives are used to modify one noun

b. * to indicate an afterthought or an abrupt change in thought

c. to show the division of a word at the end of a written line

d. instead of a colon to set off an appositive

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	6	Use hyphens and dashes correctly

Criterion-Referenced Test Item:

Which illustrates *incorrect* usage of the hyphen and/or dash?

a. Send a stamped, self-addressed envelope.

b. Martin--who did not even appear in court--was the best witness for the defense.

c. Our editor-in-chief is Thomas Barbosa.

d. * We disagreed with many of his decisions-especially the decision to sell second-grade lumber.

Competency:

Duty Area: C Using Written Communication Skills

Task: 6 Use hyphens and dashes correctly

Criterion-Referenced Test Item:

Which illustrates correct usage of the hyphen and/or dash?

a. Suddenly-don't ask me to explain how-the answer came to me.

b. * This is a self-teaching exercise.

c. Please forward the kit--the entire set-to our office at once.

d. There is still time-but not a great deal-to order your copy of the yearbook.

Competency:

Duty Area: C Using Written Communication Skills

Task: 7 Spell words correctly in printed copy

Criterion-Referenced Test Item:

Which list contains a word spelled incorrectly?

a. receive, correspondent, congratulations

b. believe, correspondence, graduation

c. relief, correspond, degradation

d. * deceive, correspondense, segregation

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	7	Spell words correctly in printed copy

Criterion-Referenced Test Item:

Which list contains a word spelled incorrectly?

a. forward, succeed, teaspoonful

b. foresight, exceed, doubtful

c. * forgiven, preceed, careful

d. forget, proceed, wonderful

Competency:

Duty Area: C Using Written Communication Skills

Task: 7 Spell words correctly in printed copy

Criterion-Referenced Test Item:

Which sentence is written correctly?

a. That client was pleased with the new merchandize, and authorized us to ship another order to him.

b. That client was pleased with the new merchandise, and authorized us to ship another order to him.

c. * That client was pleased with the new merchandise and authorized us to ship another order to him.

d. That client was pleased with the new merchandise, and authorised us to ship another order to him.

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	7	Spell words correctly in printed copy

Criterion-Referenced Test Item:

Which sentence is written correctly?

a. As soon as I receive the financial statement, I will analyze it and organise it into a short report for you.

b. * As soon as I receive the financial statement, I will analyze it and organize it into a short report for you.

c. As soon as I receive the financial statement, I will analise it and organize it into a short report for you.

d. As soon as I recieve the financial statement, I will analise it and organise it into a short report for you.

Competency:

Duty Area: C Using Written Communication Skills

Task: 8 Choose verbs which agree with given subjects

Criterion-Referenced Test Item:

What is incorrect in the following sentence?

The minutes of the Rotary Club and the Kiwanis Club was to be presented at the next Chamber of Commerce meeting.

a. * Number of the subject and the predicate do not agree.

b. Number of the pronoun and its antecedent do not agree.

c. Subjective case of the pronoun was used when the objective case was needed.

d. The sentence is correct.

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	8	Choose verbs which agree with given subjects

Criterion-Referenced Test Item:

What is incorrect in the following sentence?

Many of the articles recently published on word processing agree on one thing: it states that office productivity is definitely on the increase.

a. Number of the subject and the predicate do not agree.

b. * Number of the pronoun and its antecedent do not agree.

c. Subjective case of the pronoun was used when the objective case was needed.

d. The sentence is correct.

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	8	Choose verbs which agree with given subjects

Criterion-Referenced Test Item:

What is incorrect in the following sentence?

Will you please go to the meeting with John and I?

a. Number of the subject and the predicate do not agree.

b. Number of the pronoun and its antecedent do not agree.

c. * Subjective case of the pronoun was used when the objective case was needed.

d. The sentence is correct.

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	8	Choose verbs which agree with given subjects

Criterion-Referenced Test Item:

What is incorrect in the following statement?

Each one of the speakers were interesting and inspiring.

a. * Number of the subject and the predicate do not agree.

b. Number of the pronoun and its antecedent do not agree.

c. Subjective case of the pronoun was used when the objective case was needed.

d. The sentence is correct.

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	9	Revise sentence into complete and concise statements

Criterion-Referenced Test Item:

Which sentence does not illustrate the "you" viewpoint?

a. * I want to nominate you for President of FBLA.

b. You would make a good FBLA President.

c. You have all the qualifications for FBLA President

d. The group should be pleased to have you serve as President.

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	9	Revise sentence into complete and concise statements

Criterion-Referenced Test Item:

Which statement illustrates use of a friendly, courteous tone?

a. You failed to specify what size dress you wanted so we didn't send you one.

b. Unless you tell us the size, we can't complete your order.

c. Your order will not be completed until you send us all the information.

d. * Please give us your dress size so we will be able to complete your order.

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	9	Revise sentence into complete and concise statements

Criterion-Referenced Test Item:

Which sentence illustrates a concise statement?

a. I have been asked to be chairman of fund-raising activities for FBLA and would appreciate receiving your latest brochure about activities available to small clubs.

b. Please send us your latest brochure about activities available to small clubs because our FBLA chapter needs new ideas for fund-raising activities.

c. As chairman of fund-raising activities for FBLA, I would like to receive your latest brochure about activities available to small clubs.

d. * Please send us your latest brochure on fund-raising activities.

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	9	Revise sentence into complete and concise statements

Criterion-Referenced Test Item:

Which is not a concise statement?

a. Have you overlooked last month's statement for $35?

b. * It is with real concern that we call your attention to the fact that you missed last month's payment of $35.

c. Perhaps you have been busy and overlooked our statement for $35.

d. Please check your records to see if you have paid last month's statement of $35.

Competency:

Duty Area: C Using Written Communication Skills

Task: 10 Compose and key request letters

Criterion-Referenced Test Item:

What should the outline of a request letter include?

a. request for an item or information and reason for the request

b. date that information or item is needed

c. an envelope enclosed with the letter to expedite a response

d. * all of the above

Competency:

Duty Area: C Using Written Communication Skills

Task: 10 Compose and key request letters

Criterion-Referenced Test Item:

In letters of request, which phrase is considered inappropriate?

a. We appreciate...

b. Please send...

c. * Thanking you in advance...

d. Please reserve...

Competency:

Duty Area: C Using Written Communication Skills

Task: 10 Compose and key request letters

Criterion-Referenced Test Item:

Which statement is accurate?

a. The request letter is routine and is seldom handled by the secretary.

b. The request letter is personal and should be handled by the employer.

c. The request letter is routine and is always handled by the employer.

d. * The request letter is routine and is often handled by the secretary.

Competency:

Duty Area: C Using Written Communication Skills

Task: 10 Compose and key request letters

Criterion-Referenced Test Item:

Which example is not a routine request letter?

a. reservations

b. price lists

c. * appointments

d. catalogs from businesses

Competency:

Duty Area: C Using Written Communication Skills

Task: 11 Use reference materials

Criterion-Referenced Test Item:

How are office practices and procedures best verified?

a. directory

b. * secretarial handbook

c. thesaurus

d. dictionary

Competency:

Duty Area:	C	Using Written Communication Skills
Task:	11	Use reference materials

Criterion-Referenced Test Item:

What information is found in secretarial handbooks or office reference manuals?

a. * grammar, punctuation, letter styles

b. definitions, zip codes, abbreviations

c. names, addresses, and phone numbers of clients

d. specific information, such as credit ratings of clients and books in print

Competency:

Duty Area: C Using Written Communication Skills

Task: 11 Use reference materials

Criterion-Referenced Test Item:

Which reference should be used to verify placement of margins in a letter?

a. directory

b. * office reference manual

c. dictionary

d. thesaurus

Competency:

Duty Area: C Using Written Communication Skills

Task: 11 Use reference materials

Criterion-Referenced Test Item:

How is the Zip Code Directory organized?

a. * alphabetically by states, with the cities in each state also listed alphabetically

b. alphabetically by states with the cities listed according to population

c. alphabetically by cities

d. none of the above

Competency:

Duty Area: C Using Written Communication Skills

Task: 11 Use reference materials

Criterion-Referenced Test Item:

What kind of information can be located in telephone directories?

a. addresses and phone numbers

b. area codes for various parts of the country

c. procedure for placing long-distance calls

d. * all of the above

Competency:

Duty Area: C Using Written Communication Skills

Task: 11 Use reference materials

Criterion-Referenced Test Item:

What kind of information can be found in Zip Code Directories?

a. current postage rates

b. names of public officials

c. * zip codes for most cities in the United States

d. all of the above

Competency:

Duty Area: C Using Written Communication Skills

Task: 11 Use reference materials

Criterion-Referenced Test Item:

What information can be found in a city telephone directory?

a. * addresses and phone numbers

b. list of personnel employed by an organization

c. information about up-to-date addressing methods

d. credit ratings of telephone subscribers

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	D	Transcribing a Business Letter
Task:	1	Produce a business letter using a transcribing machine

Criterion-Referenced Test Item:

Which statement is appropriate for transcribing from recorded media?

a. The keyboard operator should ask for others to listen to the recorded dictation when a word or words cannot be understood.

b. The keyboard operator should transcribe all dictated material in rough draft form before attempting to transcribe mailable copy.

c. * The keyboard operator should transcribe in groups of 4 or 5 words.

d. All tapes should be immediately erased following their transcription.

Competency:

Duty Area: D Transcribing a Business Letter

Task: 1 Produce a business letter using a transcribing machine

Criterion-Referenced Test Item:

Which is the first step in transcribing from recorded media?

a. Transcribe dictation.

b. Make necessary corrections.

c. Proofread copy.

d. * Scan for instructions.

Competency:

Duty Area: D Transcribing a Business Letter

Task: 1 Produce a business letter using a transcribing machine

Criterion-Referenced Test Item:

The boss dictated on tape the previous day but she will not sign until tomorrow. Which date should be keyed on the letter?

a. yesterday's

b. today's

c. * tomorrow's

d. either yesterday's or today's

Competency:

Duty Area:	D	Transcribing a Business Letter
Task:	1	Produce a business letter using a transcribing machine

Criterion-Referenced Test Item:

When transcribing from recorded media, why should the operator transcribe in groups of 4 or 5 words?

a. Correct word usage can be determined when homonyms are used.

b. Internal punctuation can be more accurately anticipated.

c. Paragraphs can be more logically placed.

d. * all of the above

Competency:

Duty Area:	D	Transcribing a Business Letter
Task:	2	Produce a business letter from office-style dictation (optional)

Criterion-Referenced Test Item:

What punctuation mark is needed in the sentence below when dictated in office style?

Once the plan is implemented, we are sure it will work.

a. comma

b. semicolon

c. colon

d. * The sentence is correct.

Competency:

Duty Area:	D	Transcribing a Business Letter
Task:	2	Produce a business letter from office-style dictation (optional)

Criterion-Referenced Test Item:

What cannot be pre-marked in shorthand notes?

a. correct spelling of difficult words

b. insertion of internal punctuation

c. insertion of paragraphs

d. * proper division of words at the ends of lines

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	D	Transcribing a Business Letter
Task:	2	Produce a business letter from office-style dictation (optional)

Criterion-Referenced Test Item:

Which is the last step in taking and transcribing office-style dictation?

a. take dictation

b. * proofread/edit transcription

c. gather needed materials

d. transcribe dictation

Competency:

Duty Area: D Transcribing a Business Letter

Task: 2 Produce a business letter from office-style dictation (optional)

Criterion-Referenced Test Item:

Which procedure is not recommended for taking office-style dictation?

a. When called for dictation, have notebook and several pens available.

b. Check the accuracy of names and addresses.

c. * If there are questions while taking dictation, wait until all dictation is completed before asking a question.

d. Write down one side of the notebook only, saving the other side for special notations on mailing or for changes dictated by the employer.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: E Performing Internal Services

Task: 1 Sort and prioritize incoming mail

Criterion-Referenced Test Item:

Match the terms in column 2 with their definitions in column 1.

		Column 1		Column 2
c	1.	additional item sent in the same envelope	a.	annotate
a	2.	add a note of explanation	b.	electronic mail
b	3.	high-speed telecommunication method of transmitting messages in-house or between companies at different locations	c.	enclosure
d	4.	arrange mail in the order it is to be handled	d.	prioritize
			e.	voice mail

Competency:

Duty Area: E Performing Internal Services

Task: 1 Sort and prioritize incoming mail

Criterion-Referenced Test Item:

In which situation should incoming mail not be opened?

a. Any signature is missing on the letter.

b. * Mail is addressed to your supervisor and marked confidential.

c. Date is significant for legal reasons.

d. Return address is missing on the letter.

Competency:

Duty Area: E Performing Internal Services

Task: 1 Sort and prioritize incoming mail

Criterion-Referenced Test Item:

How should personal and confidential mail be handled?

a. Opened but not removed from the envelope.

b. Removed from the envelope but not read.

c. * Given to the employer unopened.

d. Taped in the envelope so the employer will know it has not been read.

Competency:

Duty Area:	E	Performing Internal Services
Task:	1	Sort and prioritize incoming mail

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement if false.

F Newspapers and advertisements are examples of mail which should be placed on the top of the employer's daily mail stack.

Competency:

Duty Area: E Performing Internal Services

Task: 2 Examine and route mail to appropriate personnel

Criterion-Referenced Test Item:

When should a routing slip be used?

a. * when circulating mail to several people or departments within an organization

b. when mailing material from a branch in one city to a branch in another city

c. when reminding the office worker of future action to be taken on the mail

d. when verifying the date the letter was received

Competency:

Duty Area:	E	Performing Internal Services
Task:	2	Examine and route mail to appropriate personnel

Criterion-Referenced Test Item:

What is the procedure if a piece of mail refers to two enclosures and one of them is missing?

a. Assume that it has been lost.

b. * Make a note on the letter that an enclosure was missing.

c. Return the correspondence to the sender.

d. Write a note to the sender.

Competency:

Duty Area: E Performing Internal Services

Task: 2 Examine and route mail to appropriate personnel

Criterion-Referenced Test Item:

Which is not a step in annotating mail?

a. Attach file copies or other materials needed for a response.

b. * Compose a rough draft of the response for the employer.

c. Mark significant parts of the letter.

d. In margins write notes of actions that need to be taken.

Competency:

Duty Area:	E	Performing Internal Services
Task:	2	Examine and route mail to appropriate personnel

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Incoming mail should be marked with the date it is received.

Competency:

Duty Area: E Performing Internal Services

Task: 3 Compose and key letters of response

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T The secretary may be required to handle responses for routine information using a form letter.

Competency:

Duty Area: E Performing Internal Services

Task: 3 Compose and key letters of response

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Letters of response composed and keyed by the secretary need not follow the standard formats of business letters.

Competency:

Duty Area: E Performing Internal Services

Task: 3 Compose and key letters of response

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Composing and keying a response letter is a low-priority secretarial task.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: E Performing Internal Services

Task: 3 Compose and key letters of response

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Responding to a request letter immediately is important.

Competency:

Duty Area: E Performing Internal Services

Task: 4 Explain the zip code structure and write the two-letter state abbreviations

Criterion-Referenced Test Item:

Match the two-letter state abbreviations in column 2 with the state names in column 1.

Column 1			Column 2	
ad	1.	Mississippi	a.	AK
a	2.	Alaska	b.	AR
ac	3.	Michigan	c.	DC
b	4.	Arkansas	d.	IA
d	5.	Iowa	e.	MA
e	6.	Massachusetts	ab.	ME
ab	7.	Maine	ac.	MI
			ad.	MS

Competency:

Duty Area: E Performing Internal Services

Task: 4 Explain the zip code structure and write the two-letter state abbreviations

Criterion-Referenced Test Item:

Which digits of the zip code 36193 represent the section of the country or a major post office?

a. * 361

b. 619

c. 193

d. none of the above

Competency:

Duty Area: E Performing Internal Services

Task: 4 Explain the zip code structure and write the two-letter state abbreviations

Criterion-Referenced Test Item:

Which statement is incorrect concerning zip codes?

a. Nine-digit zip codes make the handling of mail more efficient.

b. The country is divided into 10 large zones.

c. The first two digits after the hyphen in a nine-digit zip code refer to a sector such as part of a city or town.

d. * The third and fourth digits after the hyphen in a nine-digit zip code identify the post office.

Competency:

Duty Area: E Performing Internal Services

Task: 4 Explain the zip code structure and write the two-letter state abbreviations

Criterion-Referenced Test Item:

Which digits of the zip code 35701 designate the city?

a. 35

b. 57

c. 70

d. * 01

Competency:

Duty Area: E Performing Internal Services

Task: 5 Determine the appropriate class for pieces of mail

Criterion-Referenced Test Item:

Match the terms in column 2 with their definitions in column 1.

Column 1

b 1. class of mail used for newspaper and magazine publishers

a 2. class of mail which consists of letters, cards, checks, and bills

d 3. class of mail which consists of packages sent at the lowest cost

c 4. class of mail used for any mail that does not fit into other categories

Column 2

a. first-class

b. second-class

c. third-class

d. fourth-class

e. UPS

Competency:

Duty Area:	E	Performing Internal Services
Task:	5	Determine the appropriate class for pieces of mail

Criterion-Referenced Test Item:

Which is an example of first-class mail?

a. circular

b. newspaper

c. package

d. * letter

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: E Performing Internal Services

Task: 5 Determine the appropriate class for pieces of mail

Criterion-Referenced Test Item:

Which can be sent as third-class mail?

a. * advertising circular

b. greeting card

c. newspaper

d. package

Competency:

Duty Area: E Performing Internal Services

Task: 5 Determine the appropriate class for pieces of mail

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F There are no restrictions in size for an item to be sent first-class mail.

Competency:

Duty Area: E Performing Internal Services

Task: 6 Select appropriate service to use for various types of mail

Criterion-Referenced Test Item:

Which is the least expensive mail service to provide proof of mailing and delivery of mail?

a. certificate of mailing

b. * certified mail

c. registered mail

d. special handling

Competency:

Duty Area: E Performing Internal Services

Task: 6 Select appropriate service to use for various types of mail

Criterion-Referenced Test Item:

When should registered mail be used?

a. insure confidentiality in handling

b. insure that the mail will receive the fastest delivery possible

c. provide proof that an item has been mailed

d. * safeguard the sending of valuable items and provide insurance

Competency:

Duty Area: E Performing Internal Services

Task: 6 Select appropriate service to use for various types of mail

Criterion-Referenced Test Item:

A salesman representing a company is in Cincinnati and asks that the home office send an estimate for a job requested by a client. It is Monday, and he needs the response by Wednesday. How should the estimate be sent?

a. * express mail

b. insured mail

c. priority mail

d. regular first-class

Competency:

Duty Area:	E	Performing Internal Services
Task:	6	Select appropriate service to use for various types of mail

Criterion-Referenced Test Item:

Which service provides that first-class mail will be delivered immediately?

a. certified

b. insured

c. registered

d. * special delivery

Competency:

Duty Area: E Performing Internal Services

Task: 7 Key addresses on envelopes

Criterion-Referenced Test Item:

According to present postal preferences and to make it possible to use an OCR for processing mail, how should addresses be keyed?

a. * in all capital letters with no punctuation

b. with attention line just below the postage area

c. with address double-spaced if it is less than four lines

d. with mailing notations in the lower left-hand corner

Competency:

Duty Area: E Performing Internal Services

Task: 7 Key addresses on envelopes

Criterion-Referenced Test Item:

Where should the address begin on a No. 10 envelope to allow the Postal Service's optical character reader to be used?

a. approximately 1" from the top edge and approximately 3 1/2" from the left edge of the envelope

b. approximately 2" from the top edge and approximately 4" from the left edge of the envelope

c. * approximately 2 1/2" from the top edge and approximately 4" from the left edge of the envelope

d. approximately 2" from the top edge and approximately 4 1/2" from the left edge of the envelope

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: E Performing Internal Services

Task: 7 Key addresses on envelopes

Criterion-Referenced Test Item:

How should addresses be keyed?

a. all lines blocked and double-spaced
b. * all lines blocked and single-spaced
c. each line indented and double-spaced
d. each line indented and single-spaced

Competency:

Duty Area:	E	Performing Internal Services
Task:	7	Key addresses on envelopes

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A zip code should appear on the same line of the address as the city and state.

Competency:

Duty Area: E Performing Internal Services

Task: 8 Prepare and use a computerized mailing list to print envelopes or mailing labels

Criterion-Referenced Test Item:

What is the current method of preparing envelopes for a mailing list?

a. * computer-generated labels

b. metal plates

c. stencil plates

d. typed labels

Competency:

Duty Area: E Performing Internal Services

Task: 8 Prepare and use a computerized mailing list to print envelopes or mailing labels

Criterion-Referenced Test Item:

How should a name be keyed to comply with U.S. Postal Service preferences?

a. John H. Hudson

b. Mr. John H. Hudson

c. * JOHN H HUDSON

d. MR. JOHN H. HUDSON

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: E Performing Internal Services

Task: 8 Prepare and use a computerized mailing list to print envelopes or mailing labels

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A database software package lends itself well to computerizing mailing lists.

Competency:

Duty Area:	E	Performing Internal Services
Task:	8	Prepare and use a computerized mailing list to print envelopes or mailing labels

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F If mailing labels are prepared on a computer, state names should be spelled in full.

Competency:

Duty Area:	E	Performing Internal Services
Task:	9	Identify filing equipment and supplies

Criterion-Referenced Test Item:

Which file guide marks main file divisions?

a. first-order

b. major

c. * primary

d. secondary

Competency:

Duty Area:	E	Performing Internal Services
Task:	9	Identify filing equipment and supplies

Criterion-Referenced Test Item:

What holds the actual records in the filing cabinets?

a. * file folders

b. lateral files

c. shelf files

d. vertical files

Competency:

Duty Area:	E	Performing Internal Services
Task:	9	Identify filing equipment and supplies

Criterion-Referenced Test Item:

Which type of filing equipment makes optimum use of floor space?

a. lateral filing cabinets

b. * open-shelf filing cabinets

c. tickler files

d. vertical files

Competency:

Duty Area: E Performing Internal Services

Task: 9 Identify filing equipment and supplies

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Lateral filing cabinets have drawers stacked on top of each other.

Competency:

Duty Area: E Performing Internal Services

Task: 10 Index, code, cross-reference, and retrieve records

Criterion-Referenced Test Item:

Match the terms in column 2 with their definitions in column 1.

Column 1

__c__ 1. determine the key word to be used as a basis for filing

__b__ 2. a reference from one part of a file to another in order to provide more information

__a__ 3. mark the key word(s) in filing order

Column 2

a. code

b. cross-reference

c. index

d. retrieving

Competency:

Duty Area: E Performing Internal Services

Task: 10 Index, code, cross-reference, and retrieve records

Criterion-Referenced Test Item:

What is the purpose of cross-referencing?

a. have a backup file in case one is lost

b. * locate materials identified by more than one name

c. prevent the loss of important materials

d. obtain maximum use of the filing system

Competency:

Duty Area: E Performing Internal Services

Task: 10 Index, code, cross-reference, and retrieve records

Criterion-Referenced Test Item:

The purpose of a filing system is to order records so that they may be found. Which term means "finding the records"?

a. alphabetic filing

b. annotating

c. indexing

d. * retrieving

Competency:

Duty Area:	E	Performing Internal Services
Task:	10	Index, code, cross-reference, and retrieve records

Criterion-Referenced Test Item:

What is the marking of the key title in filing called?

a. caption

b. * coding

c. release mark

d. sorting

Competency:

Duty Area: E Performing Internal Services

Task: 11 File records alphabetically

Criterion-Referenced Test Item:

Which would come first in an alphabetic file?

a. * Thomas R. Babbit
b. James R. Babeson
c. William T. Barbart
d. Jerome K. Babcock

Competency:

Duty Area: E Performing Internal Services

Task: 11 File records alphabetically

Criterion-Referenced Test Item:

What is the first index order unit in James Ross-Harvey?

a. Harvey

b. Ross

c. * Ross-Harvey

d. Ross James

Competency:

Duty Area: E Performing Internal Services

Task: 11 File records alphabetically

Criterion-Referenced Test Item:

Which is the correctly alphabetized pair?

a. The Third World Disco
42nd Street Station Pub

b. Mrs Harold Lamont
Harold Lamont

c. Interboro Taxi Corp
Inter Boro Trucking Co.

d. * Wesley Nelson
Wm. Nelson

Competency:

Duty Area: E Performing Internal Services

Task: 11 File records alphabetically

Criterion-Referenced Test Item:

The following folders are in a file:

Sams, Robert P.
Samson, James T.
Samuels, Harold K.
Samuels, Ingram P.
Seavers, Paul W.
Sientz, Fred K.

Where should a folder for Robert N. Samuel be placed?

a. * between Samson, James T. and Samuels, Harold K.

b. between Samuels, Harold K. and Samuels Ingram P.

c. between Samuels, Ingram P. and Seavers, Paul W.

d. before Sams, Robert P.

Competency:

Duty Area:	E	Performing Internal Services
Task:	12	File records numerically

Criterion-Referenced Test Item:

How is a card tickler file arranged?

a. days of the week

b. * days of the month

c. special projects

d. deadlines

Competency:

Duty Area:	E	Performing Internal Services
Task:	12	File records numerically

Criterion-Referenced Test Item:

Which filing system is used to restrict access to confidential materials?

a. alphabetical

b. alphanumeric

c. chronological

d. * numeric

Competency:

Duty Area: E Performing Internal Services

Task: 12 File records numerically

Criterion-Referenced Test Item:

Why is numeric filing considered an indirect filing system?

a. It is part of an alphabetical system.

b. It is part of a subject filing system.

c. Reference must be made to the file plan.

d. * Reference must be made to an alphabetical card index.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

__Competency:__

Duty Area: E Performing Internal Services

Task: 12 File records numerically

__Criterion-Referenced Test Item:__

Which list is __not__ in correct numeric order?

a. 120.62
130.60
150.35

b. 200.95
210.75
220.85

c. 230.10
230.35
250.02

d. * 310.18
310.02
320.65

Competency:

Duty Area: E Performing Internal Services

Task: 13 File records alphabetically by subject and geographic area

Criterion-Referenced Test Item:

In which filing system is location the prime indexing factor?

a. chronological

b. * geographic

c. numeric

d. subject

Competency:

Duty Area:	E	Performing Internal Services
Task:	13	File records alphabetically by subject and geographic area

Criterion-Referenced Test Item:

What are the captions for primary guides in subject filing?

a. company represented

b. * main subject titles

c. name of filing office

d. subdivision titles

Competency:

Duty Area: E Performing Internal Services

Task: 13 File records alphabetically by subject and geographic area

Criterion-Referenced Test Item:

Which firm would be the second name in order when filing geographically?

a. * North Side Jewelers, 918 Ace Avenue, Syracuse, New York

b. Sheppard's Coffee House, 7311 Center Drive, Rochester, New York

c. Northside Dept. Store, 739 North Street, Bethlehem, Pennsylvania

d. Royal Engraving Co., 214 Copeland Ave., Spartanburg, South Carolina

Competency:

Duty Area: E Performing Internal Services

Task: 13 File records alphabetically by subject and geographic area

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Back-up card files are useful to both subject and geographic filing systems.

Competency:

Duty Area: E Performing Internal Services

Task: 14 Use a computerized filing system to initiate, file, label, and retrieve records

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Filing records in miniature or electronic form requires more time and storage space.

Competency:

Duty Area: E Performing Internal Services

Task: 14 Use a computerized filing system to initiate, file, label, and retrieve records

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Microfiche stores information on a card which holds several miniature individual pages.

Competency:

Duty Area: E Performing Internal Services

Task: 14 Use a computerized filing system to initiate, file, label, and retrieve records

Criterion-Referenced Test Item:

In which process are records photographed, reduced in size, and stored on reels?

a. microfiche

b. * microfilm

c. microphoto

d. picture reel

Competency:

Duty Area: E Performing Internal Services

Task: 14 Use a computerized filing system to initiate, file, label, and retrieve records

Criterion-Referenced Test Item:

Which record storage system permits fastest retrieval of information?

a. microfiche

b. microfilm

c. * computer disk

d. card file

Competency:

Duty Area:	E	Performing Internal Services
Task:	15	Transfer information from one record to another

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Transferring information from one record to another usually involves three or more documents.

Competency:

Duty Area:	E	Performing Internal Services
Task:	15	Transfer information from one record to another

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Transferring information from one record to another can be done by a computerized process.

Competency:

Duty Area: E Performing Internal Services

Task: 15 Transfer information from one record to another

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Problem-solving is not involved in the process of transferring information from one record to another.

Competency:

Duty Area:	E	Performing Internal Services
Task:	15	Transfer information from one record to another

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Decision-making is an important component in the process of transferring information from one record to another.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: E Performing Internal Services

Task: 16 Describe techniques for proofreading records

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Proofreader symbols are not used in checking the accuracy of financial records.

Competency:

Duty Area: E Performing Internal Services

Task: 16 Describe techniques for proofreading records

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Transposition errors in keyboarding financial statements are common.

Competency:

Duty Area: E Performing Internal Services

Task: 16 Describe techniques for proofreading records

Criterion-Referenced Test Item:

What should the administrative secretary do after keying information on a personnel form from a rough draft copy?

a. **Ask the employer to proofread it to be sure that all items are correct.**

b. * **Check the printed copy against the draft to be sure that there are no errors.**

c. Place the form in a file so that it doesn't get lost.

d. Place the form in the routing file basket.

Competency:

Duty Area: E Performing Internal Services

Task: 16 Describe techniques for proofreading records

Criterion-Referenced Test Item:

What is the most accurate method of proofreading a financial record?

a. Check the document against the original source.

b. * Proofread with another person by reading aloud from the original document.

c. Proofread slowly.

d. Check for transposition errors.

Competency:

Duty Area: E Performing Internal Services

Task: 17 Prepare copy for printing

Criterion-Referenced Test Item:

Match the terms in column 2 with the definitions in column 1.

Column 1

_c_ 1. original paper from which copies are made

_a_ 2. original document from which copies are made

_d_ 3. high quality, high-speed printer which can connect with other systems over telephone lines

_b_ 4. printers which produce typewritten originals through an automatic process

Column 2

a. master copy

b. high-speed printer

c. document

d. laser printer

e. blueprint

Competency:

Duty Area: E Performing Internal Services

Task: 17 Prepare copy for printing

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T The copier is the most frequently used machine for reproducing materials.

Competency:

Duty Area: E Performing Internal Services

Task: 17 Prepare copy for printing

Criterion-Referenced Test Item:

Which is not a good technique to use in keying originals to copy.

a. Be sure type is clean and sharp.

b. * Erase all errors with a typing eraser first.

c. Use liquid correction fluid to cover errors and smudges.

d. Make corrections as neatly as possible.

Competency:

Duty Area: E Performing Internal Services

Task: 17 Prepare copy for printing

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F At this time it is not possible to reproduce in color on a copier.

Competency:

Duty Area: F Using Oral Communication Skills

Task: 1 Use effective communication skills

Criterion-Referenced Test Item:

How should the telephone be used?

a. Speak loudly; the louder the voice, the better it carries.

b. Avoid voice inflection; the rise and fall of the voice causes static over the telephone.

c. Use a higher-than-normal pitched voice; the higher the pitch, the better it carries.

d. * Speak clearly; the mouthpiece should be about one inch from the lips.

Competency:

Duty Area: F Using Oral Communication Skills

Task: 1 Use effective communication skills

Criterion-Referenced Test Item:

What is the best guideline for incoming telephone calls?

a. Answer the telephone after the third ring.

b. * If you recognize the caller's voice, refer to the caller by name.

c. Hold the mouthpiece about 5" from your lips.

d. Avoid identifying your company's name until the caller requests it.

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	1	Use effective communication skills

Criterion-Referenced Test Item:

How should you greet a visitor who approaches your desk?

a. * "May I help you?"

b. "What is your name?"

c. "When is your appointment?"

d. "You must be the one o'clock appointment."

Competency:

Duty Area: F Using Oral Communication Skills

Task: 1 Use effective communication skills

Criterion-Referenced Test Item:

In making an introduction, whose name is stated first?

a. the closest person

b. * the person being introduced

c. the person you like least

d. the person you have known longest

Competency:

Duty Area: F Using Oral Communication Skills

Task: 2 Locate telephone numbers for area businesses and services

Criterion-Referenced Test Item:

Which statement is not true about a telephone directory?

a. A radio station with the call letters WTAN would be found in the white pages before the name John Waas.

b. Companies may choose to have their firms listed more than one time in the yellow pages of a directory.

c. * One can use the yellow pages to find the telephone number for a business person's residence.

d. When the words "Star-Stealey" appear at the top of a white page in the directory, the name Ben Stashinski will be found on that page.

Competency:

Duty Area: F Using Oral Communication Skills

Task: 2 Locate telephone numbers for area businesses and services

Criterion-Referenced Test Item:

How are businesses listed in the yellow pages of a telephone directory?

a. area code

b. name of business

c. * products or services

d. telephone number

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	2	Locate telephone numbers for area businesses and services

Criterion-Referenced Test Item:

In the Jefferson City telephone directory, how is the telephone number for the county commissioner listed?

a. County Commissioners

b. * Government, Cole-County of, County Commissioners

c. Government, Jefferson City-City of, County Commissioners

d. Commissioners, County

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	2	Locate telephone numbers for area businesses and services

Criterion-Referenced Test Item:

What information can be found in a telephone directory?

a. * addresses and telephone numbers

b. list of personnel employed by an organization

c. information about up-to-date addressing methods

d. credit ratings of telephone subscribers

Competency:

Duty Area: F Using Oral Communication Skills

Task: 3 Locate telephone area codes

Criterion-Referenced Test Item:

What is the name of the three-digit prefix of a telephone number that varies with the part of the country?

a. * area code

b. DTC

c. direct code

d. WATS

Competency:

Duty Area: F Using Oral Communication Skills

Task: 3 Locate telephone area codes

Criterion-Referenced Test Item:

What does the three-digit telephone area code identify?

a. city

b. county

c. * location of a telephone subscriber

d. state

Competency:

Duty Area: F Using Oral Communication Skills

Task: 3 Locate telephone area codes

Criterion-Referenced Test Item:

In a telephone directory, where are area codes listed?

a. yellow pages

b. alphabetical directory (white pages)

c. * introductory pages

d. company telephone directory

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	3	Locate telephone area codes

Criterion-Referenced Test Item:

Which is not found in the yellow pages of a telephone directory?

a. advertising or additional information purchased by businesses

b. * area code listings

c. names, addresses, and telephone numbers of businesses listed alphabetically under product or service name

d. products which are nationally recognized

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	4	Make telephone calls to place orders or to obtain information

Criterion-Referenced Test Item:

How should a caller open a telephone conversation?

a. * "Hello, this is John Meyer with Records, Inc. I would like to place an order."

b. "May I speak with Mr. White, please?"

c. "Hi!"

d. none of the above

Competency:

Duty Area: F Using Oral Communication Skills

Task: 4 Make telephone calls to place orders or to obtain information

Criterion-Referenced Test Item:

Mr. Tynes needs to consult with a group of business associates in various cities at one time. He gives the operator the names, telephone numbers, locations, and time for the call. What kind of telephone call is this?

a. collect call

b. * conference call

c. credit-card call

d. station-to-station call

Competency:

Duty Area: F Using Oral Communication Skills

Task: 4 Make telephone calls to place orders or to obtain information

Criterion-Referenced Test Item:

To place an order by telephone, what should happen before the call is made?

a. Make a list of information needed, including the purpose of the call, name of person to be reached, and questions to be asked.

b. Have necessary materials ready, such as pad and pencil, calendar, and documents to be discussed.

c. Decide on the best time to call; consider business hours and the time of the day in other time zones.

d. * all of the above

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	4	Make telephone calls to place orders or to obtain information

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T When placing a call for your employer, it is appropriate to say, "Mrs. Ryan, please. Mr. Murray of Syntec calling."

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	5	Take an order over the telephone

Criterion-Referenced Test Item:

What is the correct procedure for handling business calls?

a. Answer promptly.

b. Identify your company or department and yourself.

c. Take appropriate action.

d. * all of the above

Competency:

Duty Area: F Using Oral Communication Skills

Task: 5 Take an order over the telephone

Criterion-Referenced Test Item:

What action is appropriate for an incoming telephone call?

a. Notify the recipient of the call or ask the caller to wait, if necessary.

b. Offer to be of help.

c. Take a message.

d. * all of the above

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	5	Take an order over the telephone

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T When taking an order over the telephone, you should verify information to be sure you have correct spelling, telephone numbers, dates, and figures.

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	5	Take an order over the telephone

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F When taking an order over the telephone, you should not ask the caller to repeat information because he/she may think you are incompetent.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

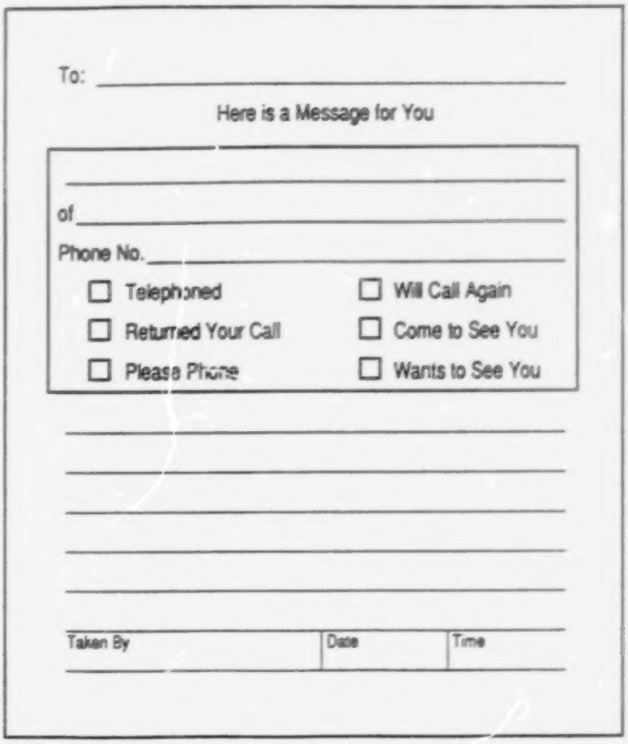
Duty Area: F Using Oral Communication Skills

Task: 6 Take telephone messages

Using the following information and referring to the telephone message form below, answer the next four questions:

You, C. Morgan, take telephone messages for Ms. Glenda Harton, Mr. Glenn Adams, and Mr. Horace Bley of the XYZ Company. The XYZ Company is located in Tallahassee, Florida. The area code is 904, and your telephone number is 932-8781. Ms. Harton receives a call at 8:15 on the morning of January 27. She is out of the office for the morning attending a meeting with Rudy Blocker of the Hall Corporation in Tallahassee. (His telephone number is 875-2418, ext. 10.) Ms. Harton is not expected back in the office until after lunch.

The call is from John Cameron of Jones and Associates. Mr. Cameron stresses that this is an important call and that he must talk with Ms. Harton just as soon as she returns regarding the specifications mailed out on January 15 for your annual equipment bid, which is due back in your office by February 15. Mr. Cameron is located in Tampa, Florida, area code 813, and is calling from his office, 872-2374, ext. 21.



To: ______________________________

Here is a Message for You

____

of ______________________________

Phone No. ______________________________

☐ Telephoned ☐ Will Call Again

☐ Returned Your Call ☐ Come to See You

☐ Please Phone ☐ Wants to See You

____

____

____

____

____

Taken By	Date	Time

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	6	Take telephone messages

Criterion-Referenced Test Item:

What is the most appropriate message to write on a telephone message form?

a. "Wishes to see you regarding specifications before February 15."

b. "Wishes to see you regarding specifications today."

c. "Wishes to talk with you regarding equipment specifications before February 15. Please call as soon as possible."

d. * "Wishes to talk with you regarding equipment specifications today. Please call as soon as possible."

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	6	Take telephone messages

Criterion-Referenced Test Item:

Which box should be checked in addition to "telephoned"?

a. "Returned Your Call"

b. * "Please Phone"

c. "Will Call Again"

d. "Wants To See You"

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: F Using Oral Communication Skills

Task: 6 Take telephone messages

Criterion-Referenced Test Item:

What should be written on the "of" line at the top of the form?

a. ABC Company

b. * Jones and Associates

c. XYZ Company

d. none of the above

Competency:

Duty Area: F Using Oral Communication Skills

Task: 6 Take telephone messages

Criterion-Referenced Test Item:

What should be written on the lines at the bottom of the form?

a. * cm, 1-27, 8:15 a.m.

b. cm, 2-15, 8:15 a.m.

c. gh, 1-27, 8:15 a.m.

d. ji, 1-27, 8:15 a.m.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	7	Make hotel and plane reservations

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T To make plane or room reservations by telephone you should have at hand the necessary information, such as destination, dates, hotel preferences, and most convenient travel times.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	7	Make hotel and plane reservations

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T When making room reservations, give the name of the traveler, dates for which a room is needed, and type of room requested. You may be asked to give a credit card number to guarantee the reservation if the traveler will be arriving late in the evening.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	7	Make hotel and plane reservations

Criterion-Referenced Test Item:

Which of the following tasks are performed by a travel agent?

a. make airline reservations

b. make hotel/motel reservations

c. * both a and b

d. neither a nor b

Competency:

Duty Area: F Using Oral Communication Skills

Task: 7 Make hotel and plane reservations

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Many hotel/motel chains have toll-free telephone numbers.

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	8	Direct visitors to appropriate offices

Criterion-Referenced Test Item:

When a secretary is acting as a guide for visitors, which action is appropriate?

a. * Engage in small talk or conversation relating to the company which has been cleared for discussion by the employer.

b. Drop a few of the names of the company's clients in order to impress the visitors.

c. Take the visitors into areas restricted to employees so they will feel very important.

d. Tell the visitor of new projects in which the company is involved.

Competency:

Duty Area: F Using Oral Communication Skills

Task: 8 Direct visitors to appropriate offices

Criterion-Referenced Test Item:

What should a secretary do if a prospective customer asks for information about a new product manufactured by his/her company?

a. Tell him/her about the product.

b. Refer him/her to the production department.

c. Tell him/her the name of a national magazine in which the information is available.

d. * Refer him/her to the sales department.

Competency:

Duty Area: F Using Oral Communication Skills

Task: 8 Direct visitors to appropriate offices

Criterion-Referenced Test Item:

A visitor to your office asks to see your supervisor about a specific matter, but the person actually needs to see another department. What should you do?

a. Arrange for the visitor to see your employer, who can then make the proper referral.

b. Ask the visitor to call the proper department for an appointment.

c. Suggest the visitor to go to the executive offices for proper referral.

d. * Telephone the proper department and attempt to arrange an appointment for the visitor.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: F Using Oral Communication Skills

Task: 8 Direct visitors to appropriate offices

Criterion-Referenced Test Item:

What should a secretary in the personnel department do if a customer shows up to complain about a statement she/he received?

a. Ask the customer to call for an appointment.

b. Determine why the notice was mailed.

c. * Direct the customer to the accounting department.

d. Take the notice to your supervisor.

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	9	Describe how to deal with irate customers

Criterion-Referenced Test Item:

If a visitor demands to see your supervisor (boss) and refuses to give his/her name or the purpose of his/her visit, what should you do?

a. * Call your boss on the intercom.

b. Take the caller into your boss's office.

c. Refuse to let the caller see your boss.

d. Call the office security personnel.

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	9	Describe how to deal with irate customers

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T The best way to deal with an irate visitor is to try to remain calm, determine what the problem is, and offer to help in whatever way you can.

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	9	Describe how to deal with irate customers

Criterion-Referenced Test Item:

Mark "T" if the statement if true; "F" if the statement if false.

F   If an irate visitor or customer remains upset or unreasonable even after you calmly try to determine the problem and offer assistance, the best thing to do is call the company security officer or the police.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	9	Describe how to deal with irate customers

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T If an unscheduled visitor arrives at your office, try to determine the purpose of the visit and the most appropriate person to handle the visitor's request. Then, contact that person to see if he/she wishes to see the visitor.

Competency:

Duty Area: F Using Oral Communication Skills

Task: 10 Identify uses of telecommunications technologies

Criterion-Referenced Test Item:

Which of the following is an advantage of audio teleconferencing?

a. face-to-face group interactions

b. graphics capabilities

c. * lower travel costs

d. speakers are better-prepared

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: F Using Oral Communication Skills

Task: 10 Identify uses of telecommunications technologies

Criterion-Referenced Test Item:

Which of the following is not a mode of transmission used in telecommunications?

a. glass fibers

b. * magnetic disk

c. microwaves

d. satellites

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	10	Identify uses of telecommunications technologies

Criterion-Referenced Test Item:

Which of the following is not a telecommunications technology?

a. data

b. facsimile

c. * textwriter

d. video

Competency:

Duty Area:	F	Using Oral Communication Skills
Task:	10	Identify uses of telecommunications technologies

Criterion-Referenced Test Item:

What is teleconferencing?

a. data

b. * meeting

c. satellite

d. transmitter

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	1	Identify the uses of types and grades of office supplies

Criterion-Referenced Test Item:

What kind of typewriter ribbon should be used for preparing original copy to be photographed?

a. combination

b. film

c. offset

d. * opaque

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 1 Identify the uses of types and grades of office supplies

Criterion-Referenced Test Item:

What is the cotton fiber contained in stationery called?

a. bond

b. * rag

c. substance

d. watermark

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 1 Identify the uses of types and grades of office supplies

Criterion-Referenced Test Item:

What weight of paper is used for carbon copies or second sheets?

a. 4-7 pounds

b. * 8-13 pounds

c. 14-17 pounds

d. 18-23 pounds

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	1	Identify the uses of types and grades of office supplies

Criterion-Referenced Test Item:

What type of letterhead stationery is used by top management executives?

a. baronial

b. monarch

c. official

d. * prestige

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 2 Select secretarial supplies

Criterion-Referenced Test Item:

Which would not be considered a basic office supply?

a. * coffee cup

b. dust cloth

c. index card

d. rubber cement

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 2 Select secretarial supplies

Criterion-Referenced Test Item:

What type of envelope should be used for mailing bills or statements?

a. business

b. large

c. small

d. * window

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 2 Select secretarial supplies

Criterion-Referenced Test Item:

Which correction product is best for producing business correspondence that has a neat appearance?

a. eraser

b. fluid

c. * lift-off ribbon

d. tape

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	2	Select secretarial supplies

Criterion-Referenced Test Item:

Which factor determines the quality and cost of paper?

a. brand

b. finish

c. size

d. * all of the above

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	3	Decide when to use requisitions and purchase orders

Criterion-Referenced Test Item:

What business form is used in ordering supplies from a central stockroom in a company?

a. memo

b. purchase order

c. * purchase requisition

d. routing slip

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	3	Decide when to use requisitions and purchase orders

Criterion-Referenced Test Item:

What business form is used in ordering supplies from a vendor?

a. invoice

b. * purchase order

c. purchase requisition

d. stock requisition

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 3 Decide when to use requisitions and purchase orders

Criterion-Referenced Test Item:

T In preparing a stock requisition, the clerk copies information from the purchase order.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	3	Decide when to use requisitions and purchase orders

Criterion-Referenced Test Item:

What business form is used in a large office to request paper clips?

a. inventory

b. purchase requisition

c. * stock requisition

d. none of the above

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	4	List factors to be considered when ordering supplies

Criterion-Referenced Test Item:

What factor should be considered when ordering supplies?

a. organizational structure

b. size of company

c. * storage space

d. none of the above

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	4	List factors to be considered when ordering supplies

Criterion-Referenced Test Item:

Who orders supplies in a small office?

a. executive

b. * secretary

c. stockroom clerk

d. vendor

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	4	List factors to be considered when ordering supplies

Criterion-Referenced Test Item:

What is the advantage of ordering supplies less frequently but in larger amounts?

a. cash discount

b. purchase discount

c. * quantity discount

d. trade discount

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	4	List factors to be considered when ordering supplies

Criterion-Referenced Test Item:

What is the advantage of ordering supplies from a large office supplier?

a. quality is better

b. quicker delivery

c. * sales representatives who call

d. none of the above

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	5	Stock and organize a supply cabinet

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Bulk supplies should be stored on lower shelves in a supply cabinet.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	5	Stock and organize a supply cabinet

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Quantities of stationery should be stored in a supply cabinet in the original wrapper with the end neatly torn off.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	5	Stock and organize a supply cabinet

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Small items should be placed in a supply cabinet on the top shelf for convenience in locating.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	5	Stock and organize a supply cabinet

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Loose supplies such as paper clips, pencils, staples, etc., should be kept separately in marked open boxes.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	6	Clean and organize a desk

Criterion-Referenced Test Item:

Which item belongs on top of a desk?

a. date stamp

b. pencil

c. * reference book

d. stapler

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	6	Clean and organize a desk

Criterion-Referenced Test Item:

Which item belongs in the center top drawer of a desk?

a. calendar

b. * correction material

c. rotary file

d. vertical file

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	6	Clean and organize a desk

Criterion-Referenced Test Item:

Which items belong in the top side drawer of a desk?

a. * envelopes

b. personal items

c. ribbons

d. rubber bands

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 6 Clean and organize a desk

Criterion-Referenced Test Item:

Which items belong in the bottom drawer of a desk?

a. notepads

b. * tissues

c. rotary files

d. vertical files

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	7	Organize a work station

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A tickler file may be kept on top of a desk.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	7	Organize a work station

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Right-handed people should place the telephone on the right-hand side of the desk so it can be answered quickly.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 7 Organize a work station

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Some work stations include a work table or credenza behind the desk where other work can be done.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	7	Organize a work station

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Modular work stations allow more variety and flexibility in organizing equipment and supplies.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	8	List criteria for selecting office equipment

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F   The most efficient way to select office equipment is to visit someone who already uses a particular brand of equipment.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	8	List criteria for selecting office equipment

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Software cost is a consideration in determining equipment needs.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	8	List criteria for selecting office equipment

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A systems study determines office equipment needs and is performed by the secretary.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	8	List criteria for selecting office equipment

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F   A vendor purchases used equipment.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	9	Prepare a maintenance file for office equipment

Criterion-Referenced Test Item:

Which information would not be located in a maintenance file?

a. a checklist or guidelines for selecting office furniture and equipment

b. * evaluation of computer software

c. information about different types of equipment and office furniture

d. names of manufacturers and suppliers of equipment and office furniture

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	9	Prepare a maintenance file for office equipment

Criterion-Referenced Test Item:

Which of the following is a good reason for keeping maintenance records of all office equipment?

a. * The records will serve as a good resource document when new equipment purchases are to be made.

b. The records help coordinate the activities of workers concerned with inventory.

c. The stock supervisor of the company needs the records to see how much equipment is in the building.

d. The records verify accuracy of figures and postings pertaining to business transactions recorded by other workers.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	9	Prepare a maintenance file for office equipment

Criterion-Referenced Test Item:

Which of the following is a reason for making an appointment for service or maintenance on office equipment?

a. make sure the service agency personnel are aware of a problem with equipment

b. make sure the equipment will be available for service at a certain time

c. enable office personnel to reschedule their work loads

d. * all of the above

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	9	Prepare a maintenance file for office equipment

Criterion-Referenced Test Item:

How are maintenance files kept?

a. book form

b. card file

c. computer disk

d. * all of the above

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	10	Maintain office equipment records

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T The description of each piece of equipment is kept in the maintenance file.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 10 Maintain office equipment records

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Information about office furniture is not usually kept in a maintenance file.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	10	Maintain office equipment records

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Information about standards for safety, construction, and performance should be kept in a maintenance file.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	10	Maintain office equipment records

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T In many companies depreciation expense and current book value of the equipment is recorded in the maintenance file.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	11	Analyze an office layout

Criterion-Referenced Test Item:

What are the two plans of office layout?

a. closed and conventional

b. conventional and spatial

c. open and conventional

d. * open and closed

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	11	Analyze an office layout

Criterion-Referenced Test Item:

What is the standard height for a desk?

a. 25 inches

b. * 30 inches

c. 35 inches

d. none of the above

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 11 Analyze an office layout

Criterion-Referenced Test Item:

What is the name of the study of the effects of the work environment on the health and well-being of employees?

a. economics

b. * ergonomics

c. psychology

d. sociology

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	11	Analyze an office layout

Criterion-Referenced Test Item:

Which office arrangement has an open layout in which desks, files, and partitions are arranged in free-standing clusters?

a. encryptional arrangement

b. free design arrangement

c. multi-functional arrangement

d. * office landscaping arrangement

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	12	Select and type a requisition for office furniture

Criterion-Referenced Test Item:

Which form is used by a company to describe which items are to be bought?

a. corporate charge card

b. modular account

c. petty cash voucher

d. * purchase requisition

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 12 Select and type a requisition for office furniture

Criterion-Referenced Test Item:

Which is not usually on a requisition form?

a. box number

b. part number

c. quantity

d. * stock number

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 12 Select and type a requisition for office furniture

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A purchase order number is assigned at the time a purchase requisition is processed.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	12	Select and type a requisition for office furniture

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A purchase requisition and a purchase order request are the same item.

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 13 Compare renting, leasing, and purchasing plans for office equipment

Criterion-Referenced Test Item:

Which factor is a good reason for renting office equipment?

a. Company has opportunity to use for a short period of time and yet receive credit for part of the payments.

b. * Funds are not available to purchase equipment.

c. There is a trade-in value or salvage value when the business decides to change equipment.

d. none of the above

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	13	Compare renting, leasing, and purchasing plans for office equipment

Criterion-Referenced Test Item:

Which factor is not a reason for leasing equipment?

a. A lease with ownership allows lessee to purchase equipment without initial capital outlay.

b. * Intended equipment use is for a short period of time.

c. Lessee has the opportunity to find out whether equipment meets needs.

d. Lessor sometimes covers maintenance costs.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	13	Compare renting, leasing, and purchasing plans for office equipment

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Office equipment cost can be used as an investment tax credit when renting.

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 13 Compare renting, leasing, and purchasing plans for office equipment

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A true lease is one in which the lessee never intends to purchase the equipment.

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 14 Decide whether to lease or purchase office equipment

Criterion-Referenced Test Item:

If a company wants to use a piece of equipment for a short period of time, should it lease, purchase, or rent the equipment?

a. lease

b. purchase

c. * rent

d. There is no advantage to any method.

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 14 Decide whether to lease or purchase office equipment

Criterion-Referenced Test Item:

If a company changes equipment frequently, should it lease, purchase, or rent new equipment?

a. lease

b. purchase

c. * rent

d. There is no advantage to any method.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	14	Decide whether to lease or purchase office equipment

Criterion-Referenced Test Item:

If a company can obtain equipment with a limited initial capital outlay, which plan is best?

a. lease

b. * purchase

c. lease-purchase

d. none of the above

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	14	Decide whether to lease or purchase office equipment

Criterion-Referenced Test Item:

Should a company lease or purchase equipment in order to realize a tax deduction as a business expense?

a. lease

b. purchase

c. * either

d. neither

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 15 Analyze whether to purchase a maintenance contract

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T The costs of maintenance contracts are often excessive.

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 15 Analyze whether to purchase a maintenance contract

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T New equipment often has a warranty period, making a maintenance contract unnecessary.

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 15 Analyze whether to purchase a maintenance contract

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A disadvantage of a maintenance contract is that bookkeeping costs are higher because of number of payments throughout the year.

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 15 Analyze whether to purchase a maintenance contract

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T 1. An advantage of a maintenance contract is that the service company often answers calls from contract customers before those of others.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	16	Compare working for public and private enterprises

Criterion-Referenced Test Item:

Which of the following institutions are supported by tax dollars?

a. accounting firm

b. * city utilities

c. hotel

d. private school

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	16	Compare working for public and private enterprises

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Public agencies are supported with tax funds and must answer to the public for their expenditures.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	16	Compare working for public and private enterprises

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Working in a private enterprise requires passing state or federal civil service examinations.

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 16 Compare working for public and private enterprises

Criterion-Referenced Test Item:

Which is an advantage of working for a public enterprise?

a. fringe benefits include profit-sharing options

b. * more holidays

c. unlimited budget

d. variety of equipment available

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	17	Contrast sole proprietorships, partnerships, and corporations

Criterion-Referenced Test Item:

Which type of organization is owned by stockholders?

a. * corporation

b. partnership

c. sole proprietor

d. charitable

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	17	Contrast sole proprietorships, partnerships, and corporations

Criterion-Referenced Test Item:

Which is an example of a partnership?

a. church

b. city court offices

c. public library

d. * lawyers' office

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 17 Contrast sole proprietorships, partnerships, and corporations

Criterion-Referenced Test Item:

Which must be listed on a corporate charter in Missouri?

a. president

b. vice-president

c. secretary

d. * all of the above plus a treasurer

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	17	Contrast sole proprietorships, partnerships, and corporations

Criterion-Referenced Test Item:

Which business is commonly a sole proprietorship?

a. automobile manufacturer

b. hospital

c. city utility

d. * retail store

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 18 List items to be included in an employee's manual and a desk manual

Criterion-Referenced Test Item:

Which policy might appear in an employee's manual?

a. promotion

b. grievance procedure

c. sick leave

d. * all of the above

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	18	List items to be included in an employee's manual and a desk manual

Criterion-Referenced Test Item:

In which manual would telephone answering policies be described?

a. company

b. * desk

c. functional

d. policy

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	18	List items to be included in an employee's manual and a desk manual

Criterion-Referenced Test Item:

Which information might appear in a desk manual?

a. copies of forms

b. instructions and style guidelines

c. names and addresses for correspondence

d. * all of the above

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	18	List items to be included in an employee's manual and a desk manual

Criterion-Referenced Test Item:

Which information is usually not included in a desk manual?

a. sample of forms

b. lines of authority

c. * personal telephone numbers of employees

d. collection and delivery times of mail

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 19 Diagram line and staff company structures

Criterion-Referenced Test Item:

In a line and staff organizational structure, which position is listed third on a hierarchical order chart?

a. * accountant

b. company attorney

c. VP-production

d. VP-sales

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 19 Diagram line and staff company structures

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Managers in a line organizational structure deal with a variety of problems because no specialized staff is available to assist them.

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	19	Diagram line and staff company structures

Criterion-Referenced Test Item:

Which information does an organizational chart show?

a. number of hours each employee works per year

b. birthdays and anniversaries of all employees

c. complete names of all individuals who work for the company

d. * formal relationships among positions and departments

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	19	Diagram line and staff company structures

Criterion-Referenced Test Item:

Which position in a line and staff organizational structure reports directly to the president?

a. auditor

b. foreman

c. sales manager

d. * VP-production

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 20 Diagram office support structures

Criterion-Referenced Test Item:

Which office support structure organizes all word-processing specialists in one location and all administrative-support secretaries in another location?

a. * centralized WP/AS

b. decentralized WP/AS

c. WP centralized/AS decentralized

d. traditional combined with a WP center

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	20	Diagram office support structures

Criterion-Referenced Test Item:

Which office support structure gives executives direct access to administrative support employees for tasks such as answering telephones, scheduling appointments, and greeting callers?

a. centralized WP/AS

b. decentralized WP/AS

c. * WP centralized/AS decentralized

d. traditional combined with a WP center

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 20 Diagram office support structures

Criterion-Referenced Test Item:

Which office support structure creates a number of small word-processing centers as well as administrative-support groups?

a. centralized WP/AS

b. * decentralized WP/AS

c. WP centralized/AS decentralized

d. traditional combined with a WP center

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 20 Diagram office support structures

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Administrative-support secretaries prepare all documents.

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 21 Analyze job descriptions

Criterion-Referenced Test Item:

Which information is usually included in a job description?

a. grade or classification level

b. identification of equipment used

c. personal qualifications

d. * all of the above

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: G Using Office Procedures and Organizational Skills

Task: 21 Analyze job descriptions

Criterion-Referenced Test Item:

Which information is not usually included in a job description?

a. salary

b. summary of duties

c. * summary of benefits

d. title of job

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	21	Analyze job descriptions

Criterion-Referenced Test Item:

Which reference would provide information on the duties and tasks generally performed in a given occupation?

a. Department of Labor Abstracts

b. * Dictionary of Occupational Titles

c. National Job Abstracts

d. Technical Abstracts

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	G	Using Office Procedures and Organizational Skills
Task:	21	Analyze job descriptions

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Transfer and promotion possibilities might be included in a job description.

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 1 Operate an electronic calculator using the touch system

Criterion-Referenced Test Item:

When adding whole numbers on an electronic calculator, where is the decimal indicator set?

a. in the center of the numbers available

b. on the number 1

c. on the number 2

d. * on the number 0

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 1 Operate an electronic calculator using the touch system

Criterion-Referenced Test Item:

When keying numbers with the right hand on the electronic calculator, which number keys are struck with the index finger?

a. * 1, 4, and 7

b. 2, 5, and 8

c. 3, 6, and 9

d. plus bar, minus key, and subtotal key

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 1 Operate an electronic calculator using the touch system

Criterion-Referenced Test Item:

What is the function of the non-add key on the electronic calculator?

a. clears the machine

b. adds only the left digits in a column

c. * causes a number to printed on tape but not added

d. causes numbers to be subtracted rather than added

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	H	Using Numerical-Clerical Records
Task:	1	Operate an electronic calculator using the touch system

Criterion-Referenced Test Item:

What is the name of the system that should be used when operating an electronic calculator?

a. keyboard

b. * touch

c. whole number

d. control

Competency:

Duty Area:	H	Using Numerical-Clerical Records
Task:	2	Convert fractions, decimals, and percents to equivalent forms

Criterion-Referenced Test Item:

How is 32 1/2% expressed in decimal form?

a. 3.25

b. * 0.325

c. 3.25

d. 0.00325

Competency:

Duty Area:	H	Using Numerical-Clerical Records
Task:	2	Convert fractions, decimals, and percents to equivalent forms

Criterion-Referenced Test Item:

What is the procedure for changing a number expressed as a percent to a decimal?

a. * Move the decimal point two places to the left.

b. Move the decimal point two places to the right

c. Eliminate the last number

d. Add two zeros at the end of the numbers

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 2 Convert fractions, decimals, and percents to equivalent forms

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F To change the fraction 1/2 to a decimal equivalent by using division, divide the denominator (bottom number) by the numerator (top number).

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 2 Convert fractions, decimals, and percents to equivalent forms

Criterion-Referenced Test Item:

How is five percent expressed in decimal form?

a. 5.

b. * 0.05

c. 0.005

d. 500.

Competency:

Duty Area:	H	Using Numerical-Clerical Records
Task:	3	Convert mathematical terms such as gross to their numerical equivalents

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F When purchasing items, and the price is given per gross, divide the number of items by 1,044 to convert the price to a decimal equivalent.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	H	Using Numerical-Clerical Records
Task:	3	Convert mathematical terms such as gross to their numerical equivalents

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T When a price is given and an "m" is placed behind the price, that price is for 1,000 items.

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 3 Convert mathematical terms such as gross to their numerical equivalents

Criterion-Referenced Test Item:

How is 650 (m) expressed in decimal form? Assume the price per unit is given in parenthesis.

a. * 0.650

b. 65

c. 0.065

d. 6.50

Competency:

Duty Area:	H	Using Numerical-Clerical Records
Task:	3	Convert mathematical terms such as gross to their numerical equivalents

Criterion-Referenced Test Item:

How is 60 (price per dozen) expressed in decimal form? Assume the price per unit is given in parenthesis.

a. * 5

b. .50

c. .05

d. 500

Competency:

Duty Area:	H	Using Numerical-Clerical Records
Task:	4	Operate an electronic calculator/computer keypad to perform basic mathematical functions

Criterion-Referenced Test Item:

If a promissory note had a principal of $2,500, an interest rate of 9%, and a time of 3 months, what should be the amount of interest charged? (Formula: Principal * Rate * Time = Interest)

a. $37.50

b. * $56.25

c. $62.50

d. $75.00

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	H	Using Numerical-Clerical Records
Task:	4	Operate an electronic calculator/computer keypad to perform basic mathematical functions

Criterion-Referenced Test Item:

If a firm has provided four consultants for three days at the rate of $210 per day per consultant, what is the total charge for services rendered?

a. $2,500

b. $2,510

c. * $2,520

d. $2,575

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 4 Operate an electronic calculator/computer keypad to perform basic mathematical functions

Criterion-Referenced Test Item:

Mrs. Jones made three visits to the health club at $30 per visit during the month. She also had an unpaid balance of $17 from a previous month. How much should Mrs. Jones be billed at the end of the month?

a. $87

b. $97

c. * $107

d. $109

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	H	Using Numerical-Clerical Records
Task:	4	Operate an electronic calculator/computer keypad to perform basic mathematical functions

Criterion-Referenced Test Item:

What is the correct answer to the addition problem?

```
 51.06
671.70
  9.72
  6.34
  8.58
   .28
345.12
  6.84
214.31
  9.54
```

a. * 1,323.43

b. 1,223.43

c. 1,333.43

d. 1,222.43

Competency:

Duty Area:	H	Using Numerical-Clerical Records
Task:	5	Complete invoices

Criterion-Referenced Test Item:

Why are terms such as 2/10, n/30 given on an invoice?

a. to encourage the customer to pay when the net amount is due

b. to encourage the customer to purchase merchandise within a given period

c. to encourage the purchase of more merchandise

d. * to encourage the customer to pay within a short period of time

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 5 Complete invoices

Criterion-Referenced Test Item:

An invoice lists 4 reams of paper, stock number 1-025, at $7.25 per ream. What is the extension for the total amount of bond paper?

a. $28.00
b. $28.90
c. * $29.00
d. $29.10

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 5 Complete invoices

Criterion-Referenced Test Item:

An invoice lists the total amount of all items as $520, with a sales tax rate of 5%, and an $8 shipping charge. What is the total amount due?

a. $528

b. $550

c. * $554

d. $555

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 5 Complete invoices

Criterion-Referenced Test Item:

An invoice lists 5 calculators bought for $89.25 each. What is the extension for the total amount of the calculators?

a. $445.25

b. * $446.25

c. $546.00

d. $546.25

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 6 Prepare checks, make deposits, and reconcile bank statements

Criterion-Referenced Test Item:

What is commonly used to deposit cash, checks, or money orders?

a. deposit order

b. transfer memo

c. limited check

d. * deposit slip or ticket

Competency:

Duty Area:	H	Using Numerical-Clerical Records
Task:	6	Prepare checks, make deposits, and reconcile bank statements

Criterion-Referenced Test Item:

Which kind of endorsement is most commonly used by firms to deposit checks?

a. full

b. blank

c. * restrictive

d. unlimited

Competency:

Duty Area:	H	Using Numerical-Clerical Records
Task:	6	Prepare checks, make deposits, and reconcile bank statements

Criterion-Referenced Test Item:

When writing a check, where is the name of the payee written?

a. * line that says "pay to the order of"

b. signature line

c. line after the $ sign

d. last line on the left-hand side

Competency:

Duty Area:	H	Using Numerical-Clerical Records
Task:	6	Prepare checks, make deposits, and reconcile bank statements

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F The bank reconciliation statement shows the amounts of outstanding checks as a deduction from the depositor's check stub balance.

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 7 Handle petty cash

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F The fund that allows a business to make a variety of small payments in cash is called a working capital account.

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 7 Handle petty cash

Criterion-Referenced Test Item:

What type of record is prepared when payment is made from the petty cash fund?

a. credit memo

b. * paid-out voucher

c. sales receipt

d. sales memo

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 7 Handle petty cash

Criterion-Referenced Test Item:

How much money is needed to replenish petty cash?

a. * amount that has been taken out of the petty cash fund
b. amount that is still remaining in the petty cash fund
c. fixed amount of the petty cash fund
d. amount of the petty cash ledger account

Competency:

Duty Area:	H	Using Numerical-Clerical Records
Task:	7	Handle petty cash

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F The company president, vice president, and a secretary should be responsible for the petty cash fund.

Competency:

Duty Area:	H	Using Numerical-Clerical Records
Task:	8	Figure payroll

Criterion-Referenced Test Item:

Mr. Brown worked a 46-hour week. His company pays 1 1/2 time for overtime in excess of 40 hours. If Mr. Brown's regular hourly wage is $8, what is his gross pay for the week?

a. $368

b. $388

c. * $392

d. $402

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 8 Figure payroll

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T The standard method for figuring time-and-a-half pay is: overtime hours x 1.5 x hourly wage.

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 8 Figure payroll

Criterion-Referenced Test Item:

Mr. Green's gross pay for the week is $375. His deductions are as follows:

Federal income tax - $60
State income tax - $78
FICA tax - $26.25
Hospital Insurance - $40
Unemployment tax - $ 3.75

What is his net pay?

a. $217

b. * $167

c. $237

d. $247

Competency:

Duty Area: H Using Numerical-Clerical Records

Task: 8 Figure payroll

Criterion-Referenced Test Item:

If Mr. Brown's gross weekly pay is $392 and the rate for Social Security tax is 7.65%, how much will be deducted for Social Security?

a. * $29.99

b. $27.98

c. $28.44

d. $29.44

Competency.

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

What is the function of a CRT in a computer system?

a. input

b. processor

c. * output

d. storage

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

What is the function of a floppy disk in a computer system?

a. input

b. processor

c. output

d. * storage

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

What is the function of a hard copy in a computer system?

a. input

b. processor

c. * output

d. storage

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

What is the function of a hard drive in a computer system?

a. input

b. processor

c. output

d. * storage

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

What is the function of a keyboard in the computer system?

a. * input

b. processor

c. output

d. storage

Competency:

Duty Area:	I	Processing Information
Task:	1	Identify and describe computer components

Criterion-Referenced Test Item:

What is the function of mag tape in a computer system?

a. input

b. processor

c. output

d. * storage

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

What is the function of memory in a computer system?

a. input

b. * processor

c. output

d. storage

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

What is the function of the printer in a computer system?

a. input

b. processor

c. * output

d. storage

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

What is the function of a scanner in a computer system?

a. * input

b. processor

c. output

d. storage

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

What is the function of a mouse in a computer system?

a. * input

b. processor

c. output

d. storage

Competency:

Duty Area:	I	Processing Information
Task:	1	Identify and describe computer components

Criterion-Referenced Test Item:

What is a floppy disk?

a. round flexible device normally used with large computer systems

b. representation of data which can be read by the naked eye

c. piece of semi-rigid paper containing data represented by configurations of punched holes

d. * semi-rigid device containing oxide-coated film capable of storing data created by electronic impulses

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

What is a computer program sometimes called?

a. hardware

b. I/O device

c. peripheral device

d. * software

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

How many characters may be stored in 360K?

a. 360 * 128

b. 360 * 256

c. * 360 * 1024

d. 360 * 2028

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

Which word refers to the spot of light indicating the working position on a computer screen?

a. * cursor

b. default

c. pagination

d. scroll

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

Which type of printer strikes a ribbon against paper to create print?

a. facsimile

b. * impact

c. ink jet

d. laser

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

Which size of diskette is not used in a microcomputer environment?

a. 3 1/2"

b. 5 1/4"

c. 8"

d. * 10"

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Peripheral devices are not critical to successful computer system operation.

Competency:

Duty Area:	I	Processing Information
Task:	1	Identify and describe computer components

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Peripheral devices and I/O devices are synonymous.

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

What is the standard unit of computer storage measurement?

a. CRT

b. * K

c. RAM

d. VDT

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

Identify the term that is not a computer system component.

a. auxiliary keypad

b. * data validator

c. mouse

d. plotter

Competency:

Duty Area: I Processing Information

Task: 1 Identify and describe computer components

Criterion-Referenced Test Item:

Identify the term that is not a computer system component.

a. * magnet

b. modem

c. point-of-sale device

d. touch screen

Competency:

Duty Area:	I	Processing Information
Task:	1	Identify and describe computer components

Criterion-Referenced Test Item:

What is another term for computer programs?

a. diskettes

b. documentation

c. peripherals

d. * software

Competency:

Duty Area: I Processing Information

Task: 2 Identify and describe computer networks

Criterion-Referenced Test Item:

What type of network consists of one or more smaller computers linked to a larger host computer?

a. bus network

b. local area network

c. ring network

d. * star network

Competency:

Duty Area: I Processing Information

Task: 2 Identify and describe computer networks

Criterion-Referenced Test Item:

What type of network consists of a ring of computers at local sites connected to each other by a communications channel?

a. bus network

b. local area network

c. * ring network

d. star network

Competency:

Duty Area:	I	Processing Information
Task:	2	Identify and describe computer networks

Criterion-Referenced Test Item:

In what type of network is each computer or terminal linked into a single communication channel by a "drop" line?

a. * bus network

b. local area network

c. ring network

d. star network

Competency:

Duty Area: I Processing Information

Task: 2 Identify and describe computer networks

Criterion-Referenced Test Item:

Which type of network links computers together in nearby offices and buildings allowing communications between computers?

a. bus network

b. * local area network

c. ring network

d. star network

Competency:

Duty Area: I Processing Information

Task: 3 Describe the electronic information cycle

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Input methods for the electronic information cycle include all those in the traditional information cycle.

Competency:

Duty Area: I Processing Information

Task: 3 Describe the electronic information cycle

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T The storage/retrieval process may enter the electronic information cycle at any time.

Competency:

Duty Area: I Processing Information

Task: 3 Describe the electronic information cycle

Criterion-Referenced Test Item:

Which is not an example of input in the electronic information cycle?

a. * electronic mail

b. longhand draft

c. machine dictation

d. shorthand notes

Competency:

Duty Area:	I	Processing Information
Task:	3	Describe the electronic information cycle

Criterion-Referenced Test Item:

In the electronic information cycle, distribution/feedback does not include:

a. * edited typed copy

b. electronic mail

c. manual distribution

d. U.S. mail

Competency:

Duty Area: I Processing Information

Task: 4 Compare and evaluate the features of word processing systems

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Data entered and processed is automatically erased from storage if not output within 30 days of input.

Competency:

Duty Area:	I	Processing Information
Task:	4	Compare and evaluate the features of word processing systems

Criterion-Referenced Test Item:

What are stored paragraphs that can be combined with new material to produce tailor-made documents?

a. * boilerplates

b. constants

c. facsimiles

d. windows

Competency:

Duty Area:	I	Processing Information
Task:	4	Compare and evaluate the features of word processing systems

Criterion-Referenced Test Item:

Which word-processing function allows text to be transferred to disk?

a. delete

b. insert

c. merge

d. * store

Competency:

Duty Area: I Processing Information

Task: 4 Compare and evaluate the features of word processing systems

Criterion-Referenced Test Item:

What is the combining of variables (such as addresses) with a master document called?

a. copying

b. formatting

c. * merging

d. storing

Competency:

Duty Area:	I	Processing Information
Task:	4	Compare and evaluate the features of word processing systems

Criterion-Referenced Test Item:

Which kind of errors will a dictionary program identify?

a. format

b. grammar

c. punctuation

d. * spelling

Competency:

Duty Area:	I	Processing Information
Task:	4	Compare and evaluate the features of word processing systems

Criterion-Referenced Test Item:

Which word-processing function allows the removal of text from either storage or display?

a. * delete

b. insert

c. reform

d. store

Competency:

Duty Area:	I	Processing Information
Task:	4	Compare and evaluate the features of word processing systems

Criterion-Referenced Test Item:

Which term identifies the arrangement of a page, i.e., line length, spacing, tabs, vertical spacing?

a. block

b. configuration

c. document

d. * format

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

Criterion-Referenced Test Item:

How many bytes are required to store the following sentence?

Word processing software makes document preparation easy.

a. 7

b. 29

c. * 57

d. 114

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

Criterion-Referenced Test Item:

What is a command key which will both begin and end a function called?

a. boilerplate

b. program

c. * toggle

d. user

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

Criterion-Referenced Test Item:

Which keystroke causes an unconditional end of line?

a. break

b. control

c. * enter

d. space

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

Criterion-Referenced Test Item:

What is the most common example of a footer?

a. document title

b. * page number

c. superscript

d. subscript

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

Criterion-Referenced Test Item:

Which term indicates that both left and right margins are straight throughout the text?

a. boilerplated

b. formatted

c. * justified

d. paginated

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

Criterion-Referenced Test Item:

Which term indicates changing, correcting, or revising a document?

a. * editing

b. formatting

c. logging

d. merging

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

Criterion-Referenced Test Item:

Which function is not an editing function?

a. delete

b. index

c. insert

d. * save

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

Criterion-Referenced Test Item:

Which term identifies the adjusting of text backward and forward on multiple pages due to editing to maintain uniform page length?

a. configuration

b. formatting

c. merging

d. * pagination

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

SUPPLEMENTAL
Criterion-Referenced Test Item:

When a WordPerfect™ 5.0/5.1 print does not match what the user sees on the screen, what is the most efficient way to identify/correct the discrepancy?

a. Block delete the text and rekey it correctly.

b. Delete the file and rekey it correctly.

c. Reset the printer defaults and reprint the file.

d. * Use reveal codes and compare soft copy against hard copy.

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which WordPerfect™ 5.0/5.1 keystrokes activate the reveal-codes function?

a. (alt) F1

b. (alt) F2

c. * (alt) F3

d. (alt) F4

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which WordPerfect™ 5.0/5.1 keystrokes will most efficiently indent text evenly from both left and right margins?

a. tab and enter

b. reset margins, key text, reset margins

c. F4

d. * shift F4

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

SUPPLEMENTAL
Criterion-Referenced Test Item:

When a problem in using WordPerfect™ 5.0/5.1 cannot be solved by on-line help, what should the user not do?

a. Ask another WordPerfect™ user.

b. Call WordPerfect™ User Support.

c. Refer to documentation.

d. * Turn off the computer immediately.

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which keystrokes allow a WordPerfect™ 5.0/5.1 user to see the list of WordPerfect files queued to print?

a. (alt) F5 Q

b. F6 F

c. * shift F7 C

d. F8 p

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

SUPPLEMENTAL
Criterion-Referenced Test Item:

Which combination of WordPerfect™ 5.0/5.1 keystrokes is the most efficient to move the cursor from the middle of the document to the top of the document?

a. break break scroll

b. scroll up-arrow

c. escape up-arrow T

d. * home home up-arrow

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which combination of WordPerfect™ 5.0/5.1 keystrokes causes the most efficient cursor movement from mid-document to the end of the file?

a. break break end

b. scroll down-arrow

c. esc down-arrow E

d. * home home down-arrow

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which function key allows the WordPerfect™ 5.0/5.1 user to initiate the dictionary?

a. (ctrl) F1

b. * (ctrl) F2

c. (ctrl) F3

d. (ctrl) F4

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which function key allows the WordPerfect™ 5.0/5.1 user to initiate block?

a. (alt) F1

b. (alt) F2

c. (alt) F3

d. * (alt) F4

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which keystroke is not combined with a function key to expand the use of the function key in WordPerfect™ 5.0/5.1?

a. alt

b. ctrl

c. * esc

d. shift

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F WordPerfect™ 5.0/5.1 can print text only from an open WordPerfect™ 5.0/5.1 file.

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A WordPerfect™ 5.0/5.1 user can print a WordPerfect™ 5.0/5.1 file directly from the WordPerfect™ 5.0/5.1 directory.

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A WordPerfect™ 5.0/5.1 file must be stored before it can be printed.

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which function key initiates the sequence to save the WordPerfect™ 5.0/5.1 file currently open and then exit WordPerfect™ 5.0/5.1?

a. * F7

b. F8

c. F9

d. F10

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which function key is the WordPerfect™ 5.0/5.1 "help" key?

a. F1

b. F2

c. * F3

d. F4

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTARY****
Criterion-Referenced Test Item:

Which keystrokes initiate use of a WordPerfect™ 5.0/5.1 macro?

a. * (alt) letter where definition is assigned

b. (alt) number where definition is assigned

c. (ctrl) letters spelling macro name

d. (ctrl) macro storage code (may be alpha or numeric)

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which function key allows a WordPerfect™ 5.0/5.1 user to define a macro?

a. F7

b. F8

c. F9

d. * F10

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Assuming the user has already accessed WordPerfect™ 5.0/5.1, which keystrokes are necessary to allow text entry?

a. F4

b. (ctrl) F5

c. F7

d. * None--the text entry is already available.

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****

Criterion-Referenced Test Item:

To view a directory or group of files while in WordPerfect™ 5.0/5.1, which keystrokes are necessary?

a. (alt) F1

b. F3

c. * F5

d. The user must exit to DOS to access a file directory.

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A user must exit WordPerfect™ 5.0/5.1 to DOS to view a list of all IDX files in the directory containing WordPerfect™.

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A use may view only a directory of WordPerfect™ 5.0/5.1 program files or WordPerfect™-generated files while in the WordPerfect™ 5.0/5.1 program.

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****

Criterion-Referenced Test Item:

Which WordPerfect™ 5.0/5.1 keystroke(s) will bold text during keying?

a. shift F2

b. (ctrl) F4

c. * F6

d. (alt) F8

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which WordPerfect™ 5.0/5.1 function is most efficient to remove 25 text lines from the middle of a document?

a. * block

b. delete

c. merge

d. pagination

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which WordPerfect™ 5.0/5.1 feature works in conjunction with the printer to change the print appearance?

a. * font

b. hard returns

c. macro

d. window

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which function key allows a WordPerfect™ 5.0/5.1 user to save the WP file in current usage and then continue working without reaccessing the file from storage?

a. F7

b. F8

c. F9

d. * F10

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

To "undo" a WordPerfect™ 5.0/5.1 command, which keystroke(s) may be necessary?

a. * F1

b. F4

c. (ctrl) F6

d. escape

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

What is the most efficient WordPerfect™ 5.0/5.1 tool for using a signature block frequently from only a single keying?

a. Create a file for the signature block only.

b. Define a soft key.

c. * Define a macro.

d. Key a short code and then use search and replace.

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which keystrokes in WordPerfect™ 5.0/5.1 will allow the user to print only one page of a multipage file?

a. F7 1

b. * (shift) F7 2

c. (alt) F8 ENTER

d. WordPerfect™ cannot print single pages of a multipage file--the entire file must be printed.

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A user may view only a directory of WordPerfect™ 5.0/5.1 program files or WordPerfect™ 5.0/5.1-generated files while in the WordPerfect™ 5.0/5.1 program.

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which key does ∧ indicate?

a. alt

b. break

c. * ctrl

d. esc

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which function key allows the WordPerfect™ 5.0/5.1 user to initiate the thesaurus?

a. * F1

b. F2

c. F3

d. F4

Competency:

Duty Area:	I	Processing Information
Task:	5	Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which function key allows the WordPerfect™ 5.0/5.1 user to initiate block?

a. F1

b. F2

c. F3

d. * F4

Competency:

Duty Area: I Processing Information

Task: 5 Produce and revise a document using a word processing software

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which WordPerfect™ 5.0/5.1 keystrokes allow efficient use of the reveal-codes function?

a. (alt) F1

b. (alt) F2

c. * (alt) F3

d. (alt) F4

Competency:

Duty Area: I Processing Information

Task: 6 Design a database

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Electronic filing is storing information electronically rather than on paper.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: I Processing Information

Task: 6 Design a database

Criterion-Referenced Test Item:

The method by which records are examined in the order in which they were stored is:

a. database management

b. electronic filing

c. records management

d. * sequential access

Competency:

Duty Area: I Processing Information

Task: 6 Design a database

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F The power of a database is not directly correlated with the flexibility, efficiency, and effectiveness of retrieving needed data.

Competency:

Duty Area: I Processing Information

Task: 6 Design a database

Criterion-Referenced Test Item:

Which list presents the database terms from most specific to least specific?

a. data, file, record

b. * field, record, file

c. file, record, data, index

d. index, data, field, file

Competency:

Duty Area: I Processing Information

Task: 6 Design a database

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

What is the maximum length of a dBASE III Plus™ field name?

a. 8 characters

b. * 10 characters

c. 128 characters

d. 4,000 characters

Competency:

Duty Area:	I	Processing Information
Task:	6	Design a database

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

What is the dBASE III Plus™ field maximum per record?

a. 8

b. 10

c. * 128

d. 4,000

Competency:

Duty Area: I Processing Information

Task: 6 Design a database

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

What field type is specifically definable in dBASE III Plus™?

a. inverted

b. * memo

c. phone

d. SSN

Competency:

Duty Area: I Processing Information

Task: 6 Design a database

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Identify the incorrect statement for dBASE III Plus™.

a. Character fields may contain alphanumeric characters and blank spaces.

b. Date fields are 8 characters long.

c. * Numeric fields accept only numbers and decimals.

d. Logical fields represent a true or false condition.

Competency:

Duty Area: I Processing Information

Task: 6 Design a database

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Numeric precision in dBASE III Plus™ is allowable up to 15 places.

Competency:

Duty Area: I Processing Information

Task: 6 Design a database

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F dBASE III Plus™ allows calculations on numeric and logical fields.

Competency:

Duty Area: I Processing Information

Task: 7 Enter and revise data into a database

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T The first step in using a database is to create the record structure.

Competency:

Duty Area: I Processing Information

Task: 7 Enter and revise data into a database

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Once fields have been identified for a database, they should be organized into a sequence that is logical for data entry and appropriate to retrieval needs.

Competency:

Duty Area: I Processing Information

Task: 7 Enter and revise data into a database

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F When entering data into the file structure, the data should be verified as it is entered and corrections should be made as necessary because once the data is entered it cannot be corrected or updated.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: I Processing Information

Task: 7 Enter and revise data into a database

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F When entering data into a database the spell check will highlight words which do not match the dictionary.

Competency:

Duty Area: I Processing Information

Task: 7 Enter and revise data into a database

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

In dBASE III Plus™, which option will allow a user to change an existing record?

a. modify

b. organize

c. retrieve

d. * update

Competency:

Duty Area: I Processing Information

Task: 7 Enter and revise data into a database

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

In dBASE III Plus™, which option will allow a user to add records to an existing file?

a. create

b. modify

c. position

d. * update

Competency:

Duty Area: I Processing Information

Task: 7 Enter and revise data into a database

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which key may correct errors during data entry into a dBASE III Plus™ record?

a. break

b. ^

c. * del

d. esc

Competency:

Duty Area:	I	Processing Information
Task:	7	Enter and revise data into a database

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A dBASE III Plus™ record must be edited before the record is stored.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: I Processing Information

Task: 8 Access and extract data from a database

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Data in a database can be arranged alphabetically according to a field such as item name.

Competency:

Duty Area: I Processing Information

Task: 8 Access and extract data from a database

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Reports printed from a database must include all fields of data in each record.

Competency:

Duty Area: I Processing Information

Task: 8 Access and extract data from a database

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Data in a database can be arranged chronologically according to a field such as purchase date.

Competency:

Duty Area:	I	Processing Information
Task:	8	Access and extract data from a database

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T It is possible to sort and select data when preparing a report from a database.

__Competency:__

Duty Area: I Processing Information

Task: 8 Access and extract data from a database

****SUPPLEMENTAL****
__Criterion-Referenced Test Item:__

Which dBASE III Plus™ option allows a user to rearrange records?

a. create

b. * organize

c. position

d. retrieve

Competency:

Duty Area: I Processing Information

Task: 8 Access and extract data from a database

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which dBASE III Plus™ option allows a user to see specific fields and records on the screen or printer?

a. modify

b. organize

c. * retrieve

d. update

4[illegible]

Competency:

Duty Area: I Processing Information

Task: 8 Access and extract data from a database

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Indexing a file is an alternative to sorting in dBASE III Plus™.

Competency:

Duty Area: I Processing Information

Task: 9 Design a spreadsheet template

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A cell may contain alpha characters.

Competency:

Duty Area: I Processing Information

Task: 9 Design a spreadsheet template

Criterion-Referenced Test Item:

Solve the following problem.

{(6*3) + (21/3)} - (16*.5) - (8*.25)

a. 3

b. * 15

c. 38

d. 41

Competency:

Duty Area:	I	Processing Information
Task:	9	Design a spreadsheet template

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A spreadsheet cell may contain only numeric data or formulas.

Competency:

Duty Area:	I	Processing Information
Task:	9	Design a spreadsheet template

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A spreadsheet formula must calculate.

Competency:

Duty Area: I Processing Information

Task: 9 Design a spreadsheet template

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Logical formulas are useful in spreadsheet applications.

Competency:

Duty Area:	I	Processing Information
Task:	9	Design a spreadsheet template

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T To show data with a percent sign, format the cell to % and the software will automatically convert a decimal to its % equivalent.

Competency:

Duty Area: I Processing Information

Task: 9 Design a spreadsheet template

Criterion-Referenced Test Item:

Which function will insert a value from a reference table contained in A60:D66 into C6?

a. abs

b. if

c. * lookup

d. rnd

Competency:

Duty Area: I Processing Information

Task: 9 Design a spreadsheet template

Criterion-Referenced Test Item:

Which function allows the user to utilize a logical formula in a spreadsheet?

a. abs

b. * if

c. lookup

d. rnd

Competency:

Duty Area: I Processing Information

Task: 9 Design a spreadsheet template

Criterion-Referenced Test Item:

How are parentheses used most commonly in spreadsheet design?

a. * to group calculations

b. to provide notes to the user

c. to control printing

d. to document structural design

Competency:

Duty Area:	I	Processing Information
Task:	9	Design a spreadsheet template

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F To enter a numeric value in a cell, the user would key in $12.4.

Competency:

Duty Area: I Processing Information

Task: 10 Enter and revise information on a spreadsheet

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F When the data contained in B14 and used in a formula in C14 is changed, the C14 formula must be rekeyed.

Competency:

Duty Area: I Processing Information

Task: 10 Enter and revise information on a spreadsheet

Criterion-Referenced Test Item:

What command allows a user to update all formulas after data entry or revision without rekeying the formulas?

a. edit

b. lookup

c. * recalculate

d. update

Competency:

Duty Area: I Processing Information

Task: 10 Enter and revise information on a spreadsheet

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T By default, alpha data is left-aligned.

Competency:

Duty Area:	I	Processing Information
Task:	10	Enter and revise information on a spreadsheet

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T   By default, numeric data is right-aligned.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: I Processing Information

Task: 10 Enter and revise information on a spreadsheet

Criterion-Referenced Test Item:

What allows the user to change a keyed spreadsheet entry?

a. * edit

b. lookup

c. recalculate

d. update

Competency:

Duty Area: I Processing Information

Task: 11 Use word processing software to perform mail merge

Criterion-Referenced Test Item:

Which term means data which changes for each standardized document (such as names and addresses for individual letters or items ordered on invoices) according to document recipient?

a. boilerplates

b. defaults

c. menus

d. * variables

Competency:

Duty Area:	I	Processing Information
Task:	11	Use word processing software to perform mail merge

Criterion-Referenced Test Item:

Identify the term that indicates stored text which can be combined with variables to produce tailor-made documents.

a. * boilerplates

b. constants

c. facsimiles

d. windows

Competency:

Duty Area:	I	Processing Information
Task:	11	Use word processing software to perform mail merge

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Mail merge in word processing refers to merging letters and text documents with the appropriate envelopes for mailing.

Competency:

Duty Area:	I	Processing Information
Task:	11	Use word processing software to perform mail merge

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A form letter individualized to 50 different recipients is best prepared using global search and replace.

Competency:

Duty Area:	I	Processing Information
Task:	12	Use spell check

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Using a spell check replaces proofreading by the user.

Competency:

Duty Area:	I	Processing Information
Task:	12	Use spell check

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Spell check is a feature of a word processing package that goes through a document looking up each word in its dictionaries and highlights words that are not found.

Competency:

Duty Area:	I	Processing Information
Task:	12	Use spell check

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Most spell check features do not recognize names and therefore they will almost always be highlighted as being mispelled.

Competency:

Duty Area: I Processing Information

Task: 12 Use spell check

Criterion-Referenced Test Item:

The spell check feature allows the user to:

a. Ask for suggestions on correct spelling.

b. Key in the correction.

c. Ignore the misspelling and continue on with the check.

d. * all of the above

Competency:

Duty Area: I Processing Information

Task: 12 Use spell check

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

Which amount of text is not a WordPerfect™ 5.0/5.1 speller option?

a. word

b. * paragraph

c. page

d. document

Competency:

Duty Area: I Processing Information

Task: 12 Use spell check

****SUPPLEMENTAL****
Criterion-Referenced Test Item:

What should a WordPerfect™ 5.0/5.1 user do to maintain keying efficiency when long, technical words are used routinely in documents?

a. Proofread documents and use search and replace to correct misspellings in those words.

b. Key long, technical words slowly and carefully to avoid errors.

c. Rephrase text to use simpler, more readable words.

d. * Add technical words that are routinely used to the speller.

Competency:

Duty Area: I Processing Information

Task: 12 Use spell check

****SUPPLEMENTAL****

Criterion-Referenced Test Item:

When using the WordPerfect™ 5.0/5.1 speller, what option should a user select when the speller identifies a misspelled word but does not know how to spell the word correctly?

a. add word

b. edit

c. * look up

d. skip

Competency:

Duty Area:	I	Processing Information
Task:	13	Use integrated software package

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Integrated software may be used interchangeably between Apple™- and IBM™-compatible operating systems.

Competency:

Duty Area:	I	Processing Information
Task:	13	Use integrated software package

Criterion-Referenced Test Item:

Which type of program is not a typical component of integrated software?

a. * accounting software

b. database software

c. spreadsheet software

d. word processing software

Competency:

Duty Area: I Processing Information

Task: 13 Use integrated software package

Criterion-Referenced Test Item:

Which software is usually included in integrated software?

a. accounting

b. * communications

c. critical path charting

d. workflow management

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: I Processing Information

Task: 13 Use integrated software package

Criterion-Referenced Test Item:

Which tool is frequently used in integrated software?

a. * clipboard or buffer

b. queue

c. ROM

d. scratch disk

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

Which command initiates a file copy sequence?

a. * backup

b. block

c. format

d. xtree

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

Which is a listing of files stored on a disk?

a. * catalog or directory

b. documentation

c. file allocation

d. space map

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

Which term indicates the initial sequence of operations the computer performs immediately following powerup?

a. * booting

b. concatenating

c. configuring

d. interfacing

Competency:

Duty Area:	I	Processing Information
Task:	14	Execute DOS commands

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F DOS means "default operations setup".

Competency:

Duty Area:	I	Processing Information
Task:	14	Execute DOS commands

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A warm boot should be used only once daily.

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

What is a default?

a. error

b. recommended setting

c. standard established in the program

d. * variable which may be changed by the user if necessary

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

Which keystroke causes a DOS command to execute?

a. break

b. ^

c. * enter

d. space

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

Which file extension does not indicate a DOS command file?

a. .BAT

b. .COM

c. .EXE

d. * .FMT

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

What does the DIR command produce?

a. directory options list

b. directory of available directories

c. directory showing memory allocation

d. * directory of files

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

How does using the /P option change the DIR command?

a. * pauses the DIR

b. pokes the DIR into a .PRT file

c. prints the DIR

d. purges the DIR

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

Which information is displayed when the DIR/W command is executed?

a. date of latest file storage

b. size of file

c. summary of file

d. * type of file

Competency:

Duty Area:	I	Processing Information
Task:	14	Execute DOS commands

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Detailed file information is displayed by executing DIR/W.

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Formatting a disk destroys all files previously stored on it.

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

What does CLS indicate?

a. clerical logging system

b. * command to clear the display screen

c. command to label software

d. computer label system

Competency:

Duty Area:	I	Processing Information
Task:	14	Execute DOS commands

Criterion-Referenced Test Item:

Which format option is used to create a bootable disk?

a. /B

b. /I

c. * /S

d. /V

Competency:

Duty Area:	I	Processing Information
Task:	14	Execute DOS commands

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A disk drive specification requires a letter followed by a colon.

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T When a disk drive is not specified, DOS uses the default drive.

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

A pathname follows which symbol?

a. :

b. =

c. /

d. * \

Competency:

Duty Area:	I	Processing Information
Task:	14	Execute DOS commands

Criterion-Referenced Test Item:

What is the maximum character count for filenames?

a. * 8

b. 16

c. 32

d. 64

Competency:

Duty Area:	I	Processing Information
Task:	14	Execute DOS commands

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A filename may contain one space.

Competency:

Duty Area:	I	Processing Information
Task:	14	Execute DOS commands

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A filename requires alpha characters only.

Competency:

Duty Area:	I	Processing Information
Task:	14	Execute DOS commands

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T The file type or extension should be considered a part of the file identifier.

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A file may only be copied to another drive.

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F When copying a file, the destination filename must match the original filename.

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

Which statement is not true?

a. A file may be copied to an unused directory.

b. * A file may be copied to an unformatted disk.

c. A file may be copied to a bootable disk.

d. A file may be copied to a subdirectory.

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

Which statement is not true?

a. A file may be copied to another directory.

b. A file may be copied to another drive.

c. A file may be copied to another filename.

d. * A file may be copied to another operating system.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

Which character is utilized in the command to copy a group of files?

a. =

b. ,

c. * *

d. "

Competency:

Duty Area:	I	Processing Information
Task:	14	Execute DOS commands

Criterion-Referenced Test Item:

Copying 26 command files (.COM) from the DOS diskette to the fixed disk will require how many separately keyed commands?

a. * 1

b. 13

c. 26

d. 52

Competency:

Duty Area:	I	Processing Information
Task:	14	Execute DOS commands

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F The rename command allows a user to call for the correct filename after entering the incorrect filename.

Competency:

Duty Area:	I	Processing Information
Task:	14	Execute DOS commands

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F The erase command removes a filename from the directory but leaves the file intact on disk.

Competency:

Duty Area:	I	Processing Information
Task:	14	Execute DOS commands

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F   Each file must be erased individually.

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F The erase *.* command will immediately erase all files on a disk.

Competency:

Duty Area:	I	Processing Information
Task:	14	Execute DOS commands

Criterion-Referenced Test Item:

Which statement is not true?

a. The default prompt in DOS is normally A: or C:.

b. To include the directory name in the prompt, key Prompt pg.

c. A batch file may execute the prompt command each time the computer is booted.

d. * The prompt command works only for the default drive.

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

What does the mkdir command initiate?

a. * creation of directory or subdirectory

b. manipulation of a directory or subdirectory

c. marking of files in a directory or subdirectory

d. merging of files between a directory and subdirectory

Competency:

Duty Area: I Processing Information

Task: 14 Execute DOS commands

Criterion-Referenced Test Item:

Which command allows a user to determine the amount of usable storage remaining on a diskette?

a. * chkdsk

b. disk

c. sp

d. verify

Competency:

Duty Area:	I	Processing Information
Task:	14	Execute DOS commands

Criterion-Referenced Test Item:

Which command will show the total number of files stored on a disk?

a. * chkdsk

b. count

c. dir

d. files

Competency:

Duty Area:	J	Seeking a job
Task:	1	Locate local sources of occupational information

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Many companies post or notify current employees of job openings.

Competency:

Duty Area:	J	Seeking a job
Task:	1	Locate local sources of occupational information

Criterion-Referenced Test Item:

How can information about jobs in the local area be obtained?

a. walking into businesses and applying

b. reading the area newspaper

c. asking friends, relatives, teachers, and counselors

d. * all of the above

Competency:

Duty Area:	J	Seeking a job
Task:	1	Locate local sources of occupational information

Criterion-Referenced Test Item:

Which part of the newspaper is least likely to have local occupational information?

a. classified ads

b. display ads

c. feature article on a new business

d. * weekly TV viewing guide

Competency:

Duty Area:	J	Seeking a job
Task:	1	Locate local sources of occupational information

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A local source of occupational information could be the telephone directory yellow pages.

Competency:

Duty Area:	J	Seeking a job
Task:	2	Compare public and private employment services

Criterion-Referenced Test Item:

Which statement applies to private employment agencies?

a. * They charge a fee for their services.

b. They are illegal and cannot publicize their business.

c. They provide free services for high school graduates.

d. They only provide services for individuals who have PhD's.

Competency:

Duty Area:	J	Seeking a job
Task:	2	Compare public and private employment services

Criterion-Referenced Test Item:

What is true about private employment agencies?

a. Some employers will reimburse employees for the employment agency fee after they have been employed a certain length of time.

b. Some employers pay the employment agency fee in order not to exclude applicants.

c. Fees vary for a variety of reasons, such as training the agency provides and/or yearly salary of position.

d. * all of the above

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: J Seeking a job

Task: 2 Compare public and private employment services

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Government-funded employment services are not equipped to provide counseling or testing.

Competency:

Duty Area:	J	Seeking a job
Task:	2	Compare public and private employment services

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F An applicant can expect to pay a percentage of the first year's salary to a government-funded employment agency if the job is a "nonfee-paid" position.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: J Seeking a job

Task: 2 Compare public and private employment services

Criterion-Referenced Test Item:

Which is true about private employment agencies?

a. They are illegal and cannot publicize their business.

b. * They charge a fee for their services.

c. They provide services only for college graduates.

d. They provide services only for high school graduates.

Competency:

Duty Area:	J	Seeking a job
Task:	3	Research a potential employer

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F An applicant should not try to find out everything he/she can about a company before interview because he/she may appear to be "snooping".

Competency:

Duty Area:	J	Seeking a job
Task:	3	Research a potential employer

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Business reference books in the public library are a possible source of information about a prospective employer.

Competency:

Duty Area: J Seeking a job

Task: 3 Research a potential employer

Criterion-Referenced Test Item:

What is the best resource for finding information about a potential employer's products or services, number of employees, number of locations and officers?

a. Bureau of Labor Statistics

b. department manager of the company

c. * public relations materials from the company

d. Dictionary of Occupational Titles

Competency:

Duty Area:	J	Seeking a job
Task:	3	Research a potential employer

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Part of researching a prospective employer is determining whether the applicant has the skills needed by employer.

Competency:

Duty Area: J Seeking a job

Task: 4 Complete a job application form

Criterion-Referenced Test Item:

In filling out an application blank, what should an applicant do if the information requested is not applicable?

a. Leave the space blank.

b. Write "does not apply".

c. Write "XXX" in the blank.

d. * Write "N/A" in the blank.

Competency:

Duty Area:	J	Seeking a job
Task:	4	Complete a job application form

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Filling out the application form is the third step to securing an interview.

Competency:

Duty Area:	J	Seeking a job
Task:	4	Complete a job application form

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F The applicant needs to furnish only the name and phone number of any reference.

Competency:

Duty Area:	J	Seeking a job
Task:	4	Complete a job application form

Criterion-Referenced Test Item:

Which information should not be requested on a job application form?

a. names of former employers

b. * marital status

c. address of applicant

d. schools attended

Competency:

Duty Area: J Seeking a job

Task: 5 Compose and key a letter of inquiry

Criterion-Referenced Test Item:

What should a letter of inquiry not include?

a. Should contain at least three paragraphs.

b. Should specify the job(s) for which the applicant would be qualified.

c. * Should give the applicant's phone number in the first paragraph.

d. Should give qualifications in the second paragraph.

Competency:

Duty Area:	J	Seeking a job
Task:	5	Compose and key a letter of inquiry

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A letter of inquiry should state specifically the job for which the applicant is applying.

Competency:

Duty Area: J Seeking a job

Task: 5 Compose and key a letter of inquiry

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T The purpose of the first paragraph of a letter of inquiry is to focus the reader's attention on your qualifications.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	J	Seeking a job
Task:	5	Compose and key a letter of inquiry

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T The main purpose of a letter of inquiry is to obtain a job interview.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: J Seeking a job

Task: 6 Compose and key a letter of application

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F The prospective employer is the only person who should evaluate a letter of application.

Competency:

Duty Area:	J	Seeking a job
Task:	6	Compose and key a letter of application

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F The longest section of a letter of application should be the final paragraph in which the applicant requests an interview.

Competency:

Duty Area:	J	Seeking a job
Task:	6	Compose and key a letter of application

Criterion-Referenced Test Item:

Which should not be included in a cover letter accompanying a résumé?

a. knowledge of the company

b. * salary requirements

c. explanation of qualifications

d. request for interview

Competency:

Duty Area:	J	Seeking a job
Task:	6	Compose and key a letter of application

Criterion-Referenced Test Item:

What is the main purpose of a letter of application?

a. to request a reference

b. to transmit an application blank

c. to resign a job

d. * to transmit a résumé

Competency:

Duty Area:	J	Seeking a job
Task:	7	Make a telephone inquiry about an advertised job

Criterion-Referenced Test Item:

When is it appropriate for an applicant to telephone an employer?

a. to seek information about a job opening

b. to request an interview appointment

c. to request an application form

d. * all of the above

Competency:

Duty Area:	J	Seeking a job
Task:	7	Make a telephone inquiry about an advertised job

Criterion-Referenced Test Item:

Why might a telephone response to a newspaper advertisement be desired by the employer?

a. to see whether the applicant is prepared to write information given over the phone

b. to see whether the applicant has a pleasing telephone voice

c. to see whether the applicant properly identifies himself/herself and indicates the nature of the call

d. * all of the above

Competency:

Duty Area: J Seeking a job

Task: 7 Make a telephone inquiry about an advertised job

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F In making a telephone call to a "blind" number, the applicant would not have information about the job title.

Competency:

Duty Area:	J	Seeking a job
Task:	7	Make a telephone inquiry about an advertised job

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F When making a telephone inquiry about a job, it is appropriate to show a great deal of excitement.

Competency:

Duty Area: J Seeking a job

Task: 8 Compose and key a letter requesting a reference

Criterion-Referenced Test Item:

What information about a reference should the applicant know before listing that reference?

a. name and address

b. title and business phone number

c. reason for selection and length of acquaintance

d. * all of the above

Competency:

Duty Area:	J	Seeking a job
Task:	8	Compose and key a letter requesting a reference

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A letter requesting permission to list a former teacher as a reference should include a brief description of the applicant to help the teacher recall information about the student.

Competency:

Duty Area: J Seeking a job

Task: 8 Compose and key a letter requesting a reference

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F References may not include coworkers.

Competency:

Duty Area:	J	Seeking a job
Task:	8	Compose and key a letter requesting a reference

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A business letter is the preferred method of contacting someone to request permission to use them as a reference.

Competency:

Duty Area:	J	Seeking a job
Task:	9	Prepare a résumé

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T The standard format for résumés has the applicant's name and address first and references last.

Competency:

Duty Area:	J	Seeking a job
Task:	9	Prepare a résumé

Criterion-Referenced Test Item:

Which person should not be used as a reference?

a. high school business teacher

b. leader of business club

c. * aunt who is town business leader

d. drama or athletic team coach

Competency:

Duty Area:	J	Seeking a job
Task:	9	Prepare a résumé

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F If an applicant has received many awards, held offices, and worked, he/she may need to have a three-page résumé.

Competency:

Duty Area: J Seeking a job

Task: 9 Prepare a résumé

Criterion-Referenced Test Item:

Which verb would not be good to use on a résumé?

a. directed

b. * was

c. created

d. sold

Competency:

Duty Area:	J	Seeking a job
Task:	9	Prepare a résumé

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A résumé should include relevant employment information, but should omit unrelated employment information.

Competency:

Duty Area: J Seeking a job

Task: 9 Prepare a résumé

Criterion-Referenced Test Item:

What is a written summary of one's qualifications called?

a. experience

b. reference

c. resignation

d. * résumé

Competency:

Duty Area: J Seeking a job

Task: 10 Participate in a mock interview for a job

Criterion-Referenced Test Item:

What should the applicant do when the interviewer indicates the close of the interview?

a. Try to prolong the interview.

b. * Thank the interviewer for his/her time and leave.

c. Say "goodbye" and leave the interviewer.

d. Show interest by asking the interviewer personal questions.

Competency:

Duty Area: J Seeking a job

Task: 10 Participate in a mock interview for a job

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T One purpose of an interview is for the applicant to prove that his/her skills would benefit the company.

Competency:

Duty Area:	J	Seeking a job
Task:	10	Participate in a mock interview for a job

Criterion-Referenced Test Item:

Which material should not be taken to an interview?

a. résumé

b. pencil and pen

c. * list of questions interviewer might ask

d. personal information inventory

Competency:

Duty Area:	J	Seeking a job
Task:	10	Participate in a mock interview for a job

Criterion-Referenced Test Item:

Which dress guideline should an applicant observe?

a. dress conservatively

b. dress according to demands of job

c. dress for a job one or two steps above the one being sought

d. * all of the above

Competency:

Duty Area:	J	Seeking a job
Task:	11	Describe employment tests

Criterion-Referenced Test Item:

Which type of employment test is used to predict future performance?

a. interest

b. * aptitude

c. achievement

d. none of the above

Competency:

Duty Area:	J	Seeking a job
Task:	11	Describe employment tests

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T An employer may require a medical examination to determine whether the applicant may have problems which could affect job performance.

Competency:

Duty Area: J Seeking a job

Task: 12 Compose and key a follow-up letter

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F It is appropriate to send a purchased thank-you note to the interviewer.

Competency:

Duty Area: J Seeking a job

Task: 12 Compose and key a follow-up letter

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Employment etiquette encourages the applicant to compose a thank-you note following the interview.

Competency:

Duty Area:	J	Seeking a job
Task:	12	Compose and key a follow-up letter

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T One purpose of a follow-up letter is to remind the interviewer of the applicant.

Competency:

Duty Area: J Seeking a job

Task: 12 Compose and key a follow-up letter

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A follow-up letter is necessary only if an applicant forgot to tell the interviewer something important.

Competency:

Duty Area: K Performing Client-Related Services

Task: 1 Describe types of service offices

Criterion-Referenced Test Item:

Which is a federal government office?

a. marine and driver licensing office

b. International Business Machines

c. State Highway Patrol

d. * Soil Conservation Service Office

Competency:

Duty Area: K Performing Client-Related Services

Task: 1 Describe types of service offices

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T The parks department, fire department, and housing authority are all city government offices.

Competency:

Duty Area: K Performing Client-Related Services

Task: 1 Describe types of service offices

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T An insurance office is an example of a company that performs client-related services.

Competency:

Duty Area:	K	Performing Client-Related Services
Task:	1	Describe types of service offices

Criterion-Referenced Test Item:

Which is not a client-related service office?

a. bank

b. United States Post Office

c. Social Security Office

d. * factory

Competency:

Duty Area:	K	Performing Client-Related Services
Task:	2	List skills required in service offices

Criterion-Referenced Test Item:

Which skill would not be a requirement for working in a client-related office?

a. human relations skills

b. keyboarding skills

c. machine transcription skills

d. * sign language

Competency:

Duty Area:	K	Performing Client-Related Services
Task:	2	List skills required in service offices

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A secretary in a client-related services office does not compose simple letters.

Competency:

Duty Area: K Performing Client-Related Services

Task: 2 List skills required in service offices

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Secretaries working in client-related services offices do most of their work on a microcomputer.

Competency:

Duty Area: K Performing Client-Related Services

Task: 2 List skills required in service offices

Criterion-Referenced Test Item:

Which is the best way for a receptionist in a client-related services office to answer the telephone?

a. * "General Services Office, How may I help you?"

b. "Hello."

c. "Hi, this is Susie. What do you need?"

d. "Hello, can I help you?"

Competency:

Duty Area:	K	Performing Client-Related Services.
Task:	3	Describe requirements for keying legal documents

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T When keying information into legal documents, it is permissible to correct some errors.

Competency:

Duty Area: K Performing Client-Related Services

Task: 3 Describe requirements for keying legal documents

Criterion-Referenced Test Item:

When keying legal documents, how many inches are allowed for bottom margins?

a. 2 inches

b. 1 1/2 inches

c. * 1 inch

d. 1/2 inch

Competency:

Duty Area:	K	Performing Client-Related Services
Task:	3	Describe requirements for keying legal documents

Criterion-Referenced Test Item:

Where are page numbers placed on legal documents?

a. in upper right-hand corner

b. centered at the top of the page

c. * centered 1/2" from the bottom of page

d. in the upper left-hand corner

Competency:

Duty Area:	K	Performing Client-Related Services
Task:	3	Describe requirements for keying legal documents

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T   Amounts used in legal documents are usually keyed twice--first spelled out, then in figures enclosed in parentheses.

Competency:

Duty Area:	K	Performing Client-Related Services
Task:	4	List qualifications for becoming a notary

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A completed application blank must be taken to the office of the county clerk when application is made for a notary seal.

Competency:

Duty Area: K Performing Client-Related Services

Task: 4 List qualifications for becoming a notary

Criterion-Referenced Test Item:

Which function can a notary not perform?

a. * notarize a signature on a document when it has been signed before being brought to the office

b. notarize that a document is a true copy of another document

c. require identification of the person requesting the notarization

d. administer oaths and affirmations

Competency:

Duty Area:	K	Performing Client-Related Services
Task:	4	List qualifications for becoming a notary

Criterion-Referenced Test Item:

Which is not a qualification for becoming a notary public?

a. resident of a state for 1 year

b. * traveled in a foreign country

c. citizen of the United States

d. 18 years of age or older

Competency:

Duty Area: K Performing Client-Related Services

Task: 4 List qualifications for becoming a notary

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Certification for a notary is good for 5 years.

Competency:

Duty Area:	K	Performing Client-Related Services
Task:	5	Key forms used in service offices

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T One of the purposes of a preprinted form is to save time in preparing reports.

Competency:

Duty Area: K Performing Client-Related Services

Task: 5 Key forms used in service offices

Criterion-Referenced Test Item:

Where should data be entered on a preprinted line?

a. across

b. below

c. * above

d. on

Competency:

Duty Area: K Performing Client-Related Services

Task: 5 Key forms used in service offices

Criterion-Referenced Test Item:

Which word is spelled correctly?

a. * landlord
b. lanlord
c. quanity
d. quanety

Competency:

Duty Area:	K	Performing Client-Related Services
Task:	5	Key forms used in service offices

Criterion-Referenced Test Item:

In a medical case history, where is the date line?

a. 14 spaces from top of page

b. 6 spaces from top of page

c. * 1 1/2" from bottom of page

d. upper left-hand corner

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: K Performing Client-Related Services

Task: 5 Key forms used in service offices

Criterion-Referenced Test Item:

When taking an emergency call in a doctor's office, which item of information is not important?

a. name

b. address

c. problem

d. * birth date

Competency:

Duty Area: K Performing Client-Related Services

Task: 6 Compose and key a letter to a client

Criterion-Referenced Test Item:

Which is punctuated correctly?

a. * My teacher, Mrs. Smith, will make a presentation on Monday.

b. My brother John, will deliver the eulogy.

c. In 1941, the year we entered World War II I was 12 years old.

d. Make out a check to Johnston and Company Inc. and mail it today.

Competency:

Duty Area: K Performing Client-Related Services

Task: 6 Compose and key a letter to a client

Criterion-Referenced Test Item:

What is the first step in preparing to compose a reply letter?

a. List all the information and enclosures that are needed.

b. Circle all the errors on the letter to which you are replying.

c. * Read the letter to which you are replying and make notes.

d. Compare a rough draft of the letter.

Competency:

Duty Area: K Performing Client-Related Services

Task: 6 Compose and key a letter to a client

Criterion-Referenced Test Item:

How should this sentence be edited?

My surgeon is a woman that has great talent.

a. Change has to have.

b. Change is to are.

c. Change that to which.

d. * Change that to who.

Competency:

Duty Area: K Performing Client-Related Services

Task: 6 Compose and key a letter to a client

Criterion-Referenced Test Item:

Which word is spelled correctly?

a. ommitted

b. omited

c. * omitted

d. ometid

Competency:

Duty Area: K Performing Client-Related Services

Task: 7 Key medical and legal documents from handwritten copy

Criterion-Referenced Test Item:

What does the proofreader's mark "stet" mean?

a. move left

b. lowercase

c. straighten the line

d. * let stand

Competency:

Duty Area: K Performing Client-Related Services

Task: 7 Key medical and legal documents from handwritten copy

Criterion-Referenced Test Item:

Which medical term is misspelled?

a. esophagus

b. appendectomy

c. lymphoma

d. * emphysemia

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	K	Performing Client-Related Services
Task:	7	Key medical and legal documents from handwritten copy

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F When keying on legal paper which has printed margin lines, set the margins so that the printed material will be within three spaces of the margin line.

Competency:

Duty Area: K Performing Client-Related Services

Task: 7 Key medical and legal documents from handwritten copy

Criterion-Referenced Test Item:

What is the name of the standardized medical claim form that has been approved by the American Medical Association and the Insurance Council?

a. * Universal claim form

b. Generic claim form

c. State Alliance claim form

d. United claim form

Competency:

Duty Area: K Performing Client-Related Services

Task: 8 Key legal or medical letters from oral or machine dictation

Criterion-Referenced Test Item:

Which is a necessary resource for transcribing medical dictation?

a. calculator

b. * medical dictionary

c. thesaurus

d. telephone directory

Competency:

Duty Area: K Performing Client-Related Services

Task: 8 Key legal or medical letters from oral or machine dictation

Criterion-Referenced Test Item:

When typing from handwritten copy, which is the most common problem?

a. absence of hyphens

b. dollar signs missing in amounts of money

c. absence of paragraph markings

d. * letters that look alike such as a-o; w-v; m-n

Competency:

Duty Area:	K	Performing Client-Related Services
Task:	8	Key legal or medical letters from oral or machine dictation

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Express percentages in figures, and spell out the word percent.

Competency:

Duty Area: K Performing Client-Related Services

Task: 8 Key legal or medical letters from oral or machine dictation

Criterion-Referenced Test Item:

Which would make a letter unmailable?

a. transcribing "please don't hesitate to call" instead of "please do not hesitate to call."

b. transcribing "one-quarter of a million dollars" instead of $250,000"

c. transcribing "notebooks, calculators, pen and pencil" instead of "notebooks, calculators, pen, pencil"

d. * transcribing "$200" instead of "$2,000"

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: L Increasing Personal Development

Task: 1 Prepare a time schedule for one week of office work

Criterion-Referenced Test Item:

Which is not a recommended time-management technique?

a. * Perform easy tasks first.

b. Organize work.

c. Adopt a flexible plan.

d. Identify priorities.

Competency:

Duty Area:	L	Increasing Personal Development
Task:	1	Prepare a time schedule for one week of office work

Criterion-Referenced Test Item:

When making a weekly schedule, which principle or rule should be followed?

a. Schedule 75 percent of time.

b. Work on two tasks simultaneously.

c. * Adopt a flexible plan.

d. Omit a daily schedule.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: L Increasing Personal Development

Task: 1 Prepare a time schedule for one week of office work

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A computer can be used to access individuals' schedules to find the first commonly-available time for a meeting of several participants.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	L	Increasing Personal Development
Task:	1	Prepare a time schedule for one week of office work

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F The "Swiss Cheese" approach in completing large projects allows the workers to work for uninterrupted periods and then relax for 10-15 minutes.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: L Increasing Personal Development

Task: 1 Prepare a time schedule for one week of office work

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Part of scheduling for a week is prioritizing items to be completed.

Competency:

Duty Area: L Increasing Personal Development

Task: 1 Prepare a time schedule for one week of office work

Criterion-Referenced Test Item:

How should a worker schedule the estimated time required to perform a new task?

a. Block the estimate.

b. Block double the estimate.

c. * Block 1.5 times the estimate.

d. Block 3 times the estimate.

Competency:

Duty Area:	L	Increasing Personal Development
Task:	2	Describe appropriate office apparel

Criterion-Referenced Test Item:

What is the general guideline in selecting a businessman's shirt and tie?

a. * shirt lighter than suit and tie

b. shirt darker than suit and tie

c. shirt matches suit and a patterned tie

d. patterned shirt and lighter tie

Competency:

Duty Area: L Increasing Personal Development

Task: 2 Describe appropriate office apparel

Criterion-Referenced Test Item:

Which shoes would be the best choice for a businesswoman?

a. leather fashion boots

b. canvas deck shoes

c. low-heel sandals

d. * mid-high plain pumps

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: L Increasing Personal Development

Task: 2 Describe appropriate office apparel

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A wedding ring is the only appropriate ring for a businesswoman to wear.

Competency:

Duty Area: L Increasing Personal Development

Task: 2 Describe appropriate office apparel

Criterion-Referenced Test Item:

According to John Molloy, which clothing is the best choice for a woman in the business setting?

a. dress with matching jacket

b. dress or skirt with blazer

c. * skirted suit

d. man-tailored pantsuit

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	L	Increasing Personal Development
Task:	3	Explain issues concerning proper employment behavior

Criterion-Referenced Test Item:

What does an employer expect from an employee?

a. to project company image

b. to determine what needs to be done and complete the job

c. to do job at or above required performance level

d. * all of the above

Competency:

Duty Area:	L	Increasing Personal Development
Task:	3	Explain issues concerning proper employment behavior

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Enforcing a dress code is one way of controlling company image.

Competency:

Duty Area:	L	Increasing Personal Development
Task:	3	Explain issues concerning proper employment behavior

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A new employee is expected to make recommendations for changes immediately after being hired.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: L Increasing Personal Development

Task: 3 Explain issues concerning proper employment behavior

Criterion-Referenced Test Item:

Which does the employer "buy" when she/he hires an employee?

a. ability

b. production

c. integrity

d. * all of the above

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	L	Increasing Personal Development
Task:	3	Explain issues concerning proper employment behavior

Criterion-Referenced Test Item:

What is effectiveness?

a. * doing the right job

b. working rapidly

c. cheating when necessary

d. only the duty of a supervisor

Competency:

Duty Area:	L	Increasing Personal Development
Task:	4	Identify requirements and working conditions for office careers

Criterion-Referenced Test Item:

Why are written employee evaluations used by an employer?

a. to determine merit pay

b. to determine promotions

c. to provide employment references

d. * all of the above

Competency:

Duty Area: L Increasing Personal Development

Task: 4 Identify requirements and working conditions for office careers

Criterion-Referenced Test Item:

In a large company what should a worker do if he/she is constantly interrupted by a coworker?

a. * Discuss the problem with the coworker.

b. Consult the company president.

c. Circulate a petition to get the person terminated.

d. all of the above

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	L	Increasing Personal Development
Task:	4	Identify requirements and working conditions for office careers

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T An employee is responsible for accuracy and confidentiality regarding his/her employer's data, as well as physical and financial assets.

Competency:

Duty Area: L Increasing Personal Development

Task: 4 Identify requirements and working conditions for office careers

Criterion-Referenced Test Item:

Which item would not be on a performance evaluation?

a. * church preference

b. appearance

c. accuracy

d. work output

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 1 Recommend solutions for office problems

Criterion-Referenced Test Item:

As an employee in the sales department of a large organization, you are frequently asked for information about employment opportunities in the organization. What should you do?

a. Get a supply of employment application forms and give one to anyone who asks about employment.

b. * Refer people who ask about employment to the personnel department.

c. Tell people who ask about employment to call your boss at home.

d. Discourage anyone from applying for employment with this organization.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 1 Recommend solutions for office problems

Criterion-Referenced Test Item:

What is the first step in arranging for a meeting?

a. * Identify the participants.
b. Reserve the facilities.
c. Prepare the agenda.
d. Set up the meeting room.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 1 Recommend solutions for office problems

Criterion-Referenced Test Item:

Evan Brown, one of your workers, was late for the fourth consecutive morning. Since your supervisor is aware of Evan's tardiness and saw his late arrival this morning, you MUST do something. What should you do?

a. Reprimand Evan in front of the other workers and your supervisor.

b. * Invite Evan into your office to discuss his persistent tardiness.

c. Tell your supervisor that Evan has a problem that will soon be worked out.

d. Send Evan to the Personnel Department for counseling.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 1 Recommend solutions for office problems

Criterion-Referenced Test Item:

You are the general clerk and cashier in a flower shop which processes orders on a first-in, first-out basis. A customer wishes to place a $900 order for wedding flowers if they can be delivered two days from now. What should you do?

a. Take the order and hope it can be delivered on time.

b. Explain the first-in, first-out policy to the customer.

c. * Check to see whether the order can be prepared and delivered on time.

d. Refer the customer to a larger flower shop.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	2	Prepare an agenda for a business meeting

Criterion-Referenced Test Item:

Which term means a list of topics to be discussed and/or acted upon during a meeting?

a. * agenda

b. agenesis

c. synopsis

d. program

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	2	Prepare an agenda for a business meeting

Criterion-Referenced Test Item:

Which of the following is not true about preparing an agenda?

a. A combination of Roman numerals and letters of the alphabet are used to enumerate each item on the agenda.

b. Agendas are usually typed in topic form.

c. Agendas should be attractively centered on the page.

d. * Use a table of contents style like that used in a manuscript.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 2 Prepare an agenda for a business meeting

Criterion-Referenced Test Item:

What formatting style is used in processing an agenda?

a. manuscript style with horizontal centering

b. each line centered horizontally

c. columnar

d. * outline

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 2 Prepare an agenda for a business meeting

Criterion-Referenced Test Item:

Which of the following should be done first in preparing an agenda for a meeting?

a. Identify the participants.

b. Type the agenda.

c. * Check minutes of previous meeting.

d. Set up meeting rooms.

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 3 Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Americans traveling to Canada must provide passports as proof of citizenship.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Travel agents charge travelers a fee for their services.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Travelers who use several airlines or make frequent changes in travel plans while traveling have one reference which is easy to carry along. What is it?

a. FAA Air Transport Guide

b. * Official Airline Guide

c. Traveler's Aid

d. Travel Planner's Handbook

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 3 Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Which information is provided in the Official Airline Guide?

a. air miles between departure city and destination

b. airport services available (barber/beauty shop, gift shops, stenographer, FAX, etc.)

c. hotels located in or near the airport

d. * minimum time between connecting flights

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Frequent traveler programs provide many advantages to program members. Which is not usually an option offered through such programs?

a. discounts on airfare

b. * discounts on medical care while traveling

c. discounts on hotels

d. discounts on rental cars

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 3 Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the traveler's destination.

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 3 Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the traveler's date(s) for travel.

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 3 Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the traveler's scheduled events.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the traveler's hotel and accommodation preferences.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the traveler's airline preferences.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the expiration date of the traveler's passport.

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 3 Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the traveler's rental car company preferences.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the traveler's rental car make and model preferences.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the amount of flexibility available in the traveler's date(s) and/or destination(s).

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the number of travelers.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the special needs of the travelers en route (diet, accommodations, etc.).

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the minimum class of travel required.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the traveler's budget restrictions.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 3 Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the availability of complimentary hotel transportation.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the name of the departing flight's pilot.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Prior to contacting a travel agent or reservations service for hotels or airlines, a travel planner needs to know the departure gate for each potential flight.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Which travel document given a citizen by his/her government **contains permission** to leave the country and travel in specified foreign countries?

a. certificate of health

b. * passport

c. timetable

d. visa

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 3 Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Which travel document is given a traveler by a foreign government, signifying permission to travel within the foreign country?

a. certificate of health

b. passport

c. timetable

d. * visa

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 3 Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Which department of the United States government issues passports?

a. Agriculture

b. Labor

c. * State

d. Transportation

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	3	Make arrangements for out-of-town trips

Criterion-Referenced Test Item:

Which option is an advantage for using a travel agency to make travel arrangements?

a. * **Travel agency** personnel have all information readily available.

b. Travel agencies can usually obtain discount rates.

c. **Travel agencies** will usually give a discount on the fees **they charge.**

d. Airlines and hotels prefer to deal with travel agencies.

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 4 Prepare an itinerary

Criterion-Referenced Test Item:

What is an itinerary?

a. * trip outline

b. menu

c. minutes of a meeting

d. plane reservation

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	4	Prepare an itinerary

Criterion-Referenced Test Item:

Which order is normally used for an itinerary?

a. alphabetical

b. * chronological

c. geographical

d. numerical

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 4 Prepare an itinerary

Criterion-Referenced Test Item:

Which term best defines an itinerary?

a. business activities plan

b. travel preferences

c. travel plan

d. * trip outline

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 4 Prepare an itinerary

Criterion-Referenced Test Item:

Who should receive itinerary copies from a travel planner?

a. * traveler

b. traveler's supervisor when travel is for company business

c. traveler's spouse or family

d. all of the above

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 5 List steps for attending to office emergencies

Criterion-Referenced Test Item:

While completing the last section of a major project proposal due in less than an hour, your computer begins to shoot sparks and an odor of hot plastic fills the air. What should you do first?

a. Call the fire department.

b. Call your supervisor.

c. Evacuate the area.

d. * Save the document and turn the computer off.

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 5 List steps for attending to office emergencies

Criterion-Referenced Test Item:

If there is periodically an odor of smoke, which action should be taken?

a. Call the fire department.

b. Call your supervisor.

c. * Call the maintenance department.

d. Evacuate the area.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	5	List steps for attending to office emergencies

Criterion-Referenced Test Item:

You work in a large office building and when you open the office door this morning, you are surprised to find that the door is not locked. Upon entering the office, you see a broken window and papers and other lightweight objects strewn throughout the room. What should you do first?

a. Call the police.

b. Call your supervisor.

c. * Go to another office to call the building security/maintenance department.

d. Immediately start to pick up and organize papers so that early clients won't see the disarray.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	5	List steps for attending to office emergencies

Criterion-Referenced Test Item:

You just heard a newscast announcing a fatal accident at a major intersection near your supervisor's home involving the same make and model car that your supervisor drives. Your supervisor should have been there 30 minutes ago and has always called when she expected to be delayed. What should you do first?

a. Call your supervisor's home to ask if anyone there knows what time your supervisor will be in.

b. Call the police to see if your supervisor was involved in the accident.

c. Discuss your concerns with your supervisor's supervisor.

d. * Review the status of all current projects in which your supervisor has responsibility to determine what action must be taken today.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	6	Compose and key cover letters

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A cover letter should reinforce the company position specified in the document with which it is enclosed.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	6	Compose and key cover letters

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A cover letter may be written for either the supervisor's or administrative assistant's signature.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	6	Compose and key cover letters

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Cover letters are normally discarded in the mailroom and are rarely seen by the addressee.

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 6 Compose and key cover letters

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A cover letter should be written with the same courtesy and attention to detail as any other business communication.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	6	Compose and key cover letters

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Before mailing a cover letter, one should verify that all enclosures identified in the letter are included with the letter.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	7	Complete check requests

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A check request form does not have to be approved by someone within the company.

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 7 Complete check requests

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A check request form includes information about the purpose of the check.

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 7 Complete check requests

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T A check request form asks for the account to be charged.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 7 Complete check requests

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Check request forms can be used only for amounts over $100.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	8	Type speeches from corrected copy

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T The keyboarding format for a speech is similar to a report.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	8	Type speeches from corrected copy

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T If audio-visual materials such as transparencies are used in a speech, a notation should be typed in order of their occurrence in the speech.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	8	Type speeches from corrected copy

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Speeches should be triple-spaced to allow for ease of reading.

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 8 Type speeches from corrected copy

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Side margins for speeches should be approximately two inches.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	9	Prepare a copy for release to the media

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Subheadings should be inserted beteween paragraphs of any news release.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 9 Prepare a copy for release to the media

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F News releases may be single- or double-spaced.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	9	Prepare a copy for release to the media

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Since editors of newspapers write their own headlines for articles, it is not necessary to have a headline keyed on a news release.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	9	Prepare a copy for release to the media

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T If a news release is two pages, the word "more" is keyed at the bottom of the first page.

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 10 Prepare financial tables

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F When keyboarding a column of figures in an financial table, align the figures at the left.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	10	Prepare financial tables

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Headings and account titles in financial tables are usually keyed in all caps.

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	10	Prepare financial tables

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T All financial tables must be verified for accuracy.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 10 Prepare financial tables

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T In a keyed financial table, a dollar sign is usually shown with the first figure in a column and again in the total.

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 11 Prepare an interoffice memorandum

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F Intracompany written communication is normally done by letter.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	M	Making Decisions and Solving Problems
Task:	11	Prepare an interoffice memorandum

Criterion-Referenced Test Item:

Which information is least essential for participants in a business meeting?

a. * meeting break and lunch schedule

b. meeting location

c. meeting purpose

d. meeting time and date

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 11 Prepare an interoffice memorandum

Criterion-Referenced Test Item:

Which information is not contained in a memo?

a. * address for recipient

b. date

c. message

d. sender's name and title

Competency:

Duty Area: M Making Decisions and Solving Problems

Task: 11 Prepare an interoffice memorandum

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F A memo must be prepared on a preprinted form containing the headings: date, to, from, and subject.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area:	N	Performing Product-to-Client Transactions
Task:	1	Describe the sequence of product-to-client transactions

Criterion-Referenced Test Item:

What is the title of the person who checks materials received in a shipment?

a. audit clerk

b. inventory clerk

c. * receiving clerk

d. shipping clerk

Competency:

Duty Area:	N	Performing Product-to-Client Transactions
Task:	1	Describe the sequence of product-to-client transactions

Criterion-Referenced Test Item:

Which of the following is the first step in checking materials received for completeness?

a. Check materials received against packing list

b. * Check materials received against original order

c. Count the items received

d. Make a list of items received

Competency:

Duty Area: N Performing Product-to-Client Transactions

Task: 1 Describe the sequence of product-to-client transactions

Criterion-Referenced Test Item:

What is the next step in checking for completeness after you have checked off the items received in a shipment?

a. Compare the packing list with the original order.

b. Check the quantity of each item.

c. * Inspect for damages.

d. Make a list of contents.

Competency:

Duty Area: N Performing Product-to-Client Transactions

Task: 1 Describe the sequence of product-to-client transactions

Criterion-Referenced Test Item:

What should you do if the packing list for a shipment of items does not agree with the original order?

a. Notify your supervisor.

b. Call the shipping department.

c. Make a note of the discrepancies.

d. * Call the vendor.

Competency:

Duty Area:	N	Performing Product-to-Client Transactions
Task:	2	Complete transaction forms such as invoices, statements, and credit memoranda

Criterion-Referenced Test Item:

Which of the following items does an employee record on a credit memorandum?

a. stock number

b. terms of sale

c. * article purchased

d. order number

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: N Performing Product-to-Client Transactions

Task: 2 Complete transaction forms such as invoices, statements, and credit memoranda

Criterion-Referenced Test Item:

Which of the following items is found in a statement of account?

a. shipping date

b. * total amount due

c. social security number

d. customer signature

Competency:

Duty Area:	N	Performing Product-to-Client Transactions
Task:	2	Complete transaction forms such as invoices, statements, and credit memoranda

Criterion-Referenced Test Item:

What is a decrease in the balance of a customer's account called?

a. * credit

b. debit

c. extension

d. net loss

Competency:

Duty Area:	N	Performing Product-to-Client Transactions
Task:	2	Complete transaction forms such as invoices, statements, and credit memoranda

Criterion-Referenced Test Item:

How is an extension on an invoice obtained?

a. the unit price less discount

b. the unit price plus interest

c. * the unit price times quantity

d. the unit price less quantity

Competency:

Duty Area:	N	Performing Product-to-Client Transactions
Task:	3	Identify types of discounts

Criterion-Referenced Test Item:

What is the name of the discount used for buying an item in large amounts?

a. cash

b. courtesy

c. * quantity

d. trade

Competency:

Duty Area:	N	Performing Product-to-Client Transactions
Task:	3	Identify types of discounts

Criterion-Referenced Test Item:

What type of discount is used for paying promptly when the invoice is received?

a. * cash

b. courtesy

c. quantity

d. trade

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: N Performing Product-to-Client Transactions

Task: 3 Identify types of discounts

Criterion-Referenced Test Item:

Which of the following discounts would refer to terms, such as 2/10, n/30?

a. * cash

b. courtesy

c. quantity

d. trade

Competency:

Duty Area: N Performing Product-to-Client Transactions

Task: 3 Identify types of discounts

Criterion-Referenced Test Item:

What type of discount is used for buying an item from a certain supplier?

a. cash

b. courtesy

c. quantity

d. * trade

Competency:

Duty Area: N Performing Product-to-Client Transactions

Task: 4 Identify types of carriers

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F The U.S. Postal Service will not deliver a package weighing 50 pounds.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: N Performing Product-to-Client Transactions

Task: 4 Identify types of carriers

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

F For packages up to 70 pounds, you may use United Parcel Service.

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: N Performing Product-to-Client Transactions

Task: 4 Identify types of carriers

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Packages may be shipped by bus.

Competency:

Duty Area:	N	Performing Product-to-Client Transactions
Task:	4	Identify types of carriers

Criterion-Referenced Test Item:

Mark "T" if the statement is true; "F" if the statement is false.

T Air express may be used for the fastest commercial service.

Competency:

Duty Area: N Performing Product-to-Client Transactions

Task: 5 Compare perpetual and periodic inventory systems

Criterion-Referenced Test Item:

Which inventory system would most likely be computerized?

a. periodic

b. * perpetual

c. physical

d. proportional

Competency:

Duty Area: N Performing Product-to-Client Transactions

Task: 5 Compare perpetual and periodic inventory systems

Criterion-Referenced Test Item:

Which inventory system would a small store most likely use?

a. * periodic

b. perpetual

c. physical

d. proportional

Competency:

Duty Area: N Performing Product-to-Client Transactions

Task: 5 Compare perpetual and periodic inventory systems

Criterion-Referenced Test Item:

What term describes keeping inventory records on a daily basis?

a. periodic

b. * perpetual

c. physical

d. proportional

SECRETARIAL TECHNOLOGY/OFFICE TECHNOLOGY

Competency:

Duty Area: N Performing Product-to-Client Transactions

Task: 5 Compare perpetual and periodic inventory systems

Criterion-Referenced Test Item:

What term describes keeping inventory records of the items on hand on a monthly, semi-annual, or annual basis?

a. * periodic

b. perpetual

c. physical

d. proportional